

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CARFAX

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DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CARFAX













Toyota Motor Sales USA, Inc.
Torrance, CA




CARFAX® Vehicle History Report™


An independent company established in 1986

US \$39.99

<p>Vehicle Information: 2006 TOYOTA PRIUS VIN: JTDKB20U063 [REDACTED] HATCHBACK 4 DR 1.5L L4 FI 16V FRONT WHEEL DRIVE Standard Equipment Safety Options</p> <p>CARFAX Report Provided By: Toyota Motor Sales USA, Inc. 19001 S Western Ave # A403 Torrance, CA 0 310-468-4000</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 40px;"></td> <td>Branded Titles: Rebuilt, Salvage</td> </tr> <tr> <td style="text-align: center;"></td> <td>Sold at salvage auction</td> </tr> <tr> <td style="text-align: center;"></td> <td>2 Previous owners</td> </tr> <tr> <td style="text-align: center;"></td> <td>6 Service records available</td> </tr> <tr> <td style="text-align: center;"></td> <td>81,193 Last reported odometer reading</td> </tr> <tr> <td style="text-align: center;"></td> <td>\$3,020 Below retail book value</td> </tr> </table>		Branded Titles: Rebuilt, Salvage		Sold at salvage auction		2 Previous owners		6 Service records available		81,193 Last reported odometer reading		\$3,020 Below retail book value
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This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 3/11/13 at 6:59:12 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.



Price Calculator™

Adjust the value of this 2006 Toyota Prius based on the information available in this report

<p>1) Retail Book Value</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> \$ 0 </div> <p style="font-size: 0.8em; margin-top: 5px;">Enter retail book value here</p>	<p>2) CARFAX Price Adjustment™</p> <div style="display: flex; align-items: center; justify-content: center; font-size: 2em; font-weight: bold;"> + - \$3,020 </div> <p style="font-size: 0.8em; margin-top: 5px;">Below retail book value</p>	<p>3) Adjusted Retail Value</p> <div style="display: flex; align-items: center; justify-content: center; font-size: 2em; font-weight: bold;"> = </div> <p style="font-size: 0.8em; margin-top: 5px;">Begin by entering the retail book value</p>
 <p style="font-size: 0.8em; margin-top: 5px;">Start by entering the retail book value from a pricing guide website.</p>	 <p style="font-size: 0.8em; margin-top: 5px;">This vehicle is worth less than average, based on information in this report.</p>	 <p style="font-size: 0.8em; margin-top: 5px;">Compare adjusted retail value to seller's asking price when making your decision.</p>

 Ownership History	 Owner 1	 Owner 2
The number of owners is estimated		
Year purchased	2006	2007
Type of owner	Personal	---
Estimated length of ownership	1 year	5 yrs. 3 mo.
Owned in the following states/provinces	California	Ohio
Estimated miles driven per year	6,584/yr	14,290/yr
Last reported odometer reading	6,607	81,193

Title History	Owner 1	Owner 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Alert! Problem Found	Alert! Problem Found
Not Actual Mileage Exceeds Mechanical Limits	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.		

Additional History	Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss Total loss reported on 04/03/2007.	Total Loss Reported	No New Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage DMV title problems reported. Accidents reported on: 03/08/2007 and 11/24/2012. Vehicle sold at a salvage auction on 04/16/2007. Damage reported on: 11/27/2007 and 01/18/2008.	Severe Damage	Severe Damage
Manufacturer Recall Check with an authorized Toyota dealer for any open recalls.	Ask Your Dealer	Ask Your Dealer

Detailed History	Glossary			
 Owner 1 Purchased: 2006 Type: Personal Where: California Est. miles/year: 6,584/yr Est. length owned: 4/2/06 - 4/3/07 (1 year)	Date:	Mileage:	Source:	Comments:
	03/20/2006		NICB	Vehicle manufactured and shipped to original dealer
	04/02/2006	4	California Motor Vehicle Dept. Belmont, CA	Title issued or updated First owner reported Registered as personal vehicle
	03/08/2007		California Damage Report	Accident reported
	04/03/2007		Damage Report	TOTAL LOSS VEHICLE
	04/03/2007		California Motor Vehicle Dept.	Title or registration issued to insurance company

There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. [Learn more](#)

04/03/2007	6,607	California Motor Vehicle Dept. Sacramento, CA	Dealer took title of this vehicle while it was in inventory SALVAGE TITLE/CERTIFICATE ISSUED
04/16/2007		Salvage Auto Auction California	Sold at salvage auction Collision damage reported

 **Owner 2**

Purchased: 2007
Where: Ohio
Est. miles/year: 14,290/yr
Est. length owned: 11/27/07 - present (5 yrs. 3 mo.)

Date:	Mileage:	Source:	Comments:
11/27/2007	6,610	Ohio Motor Vehicle Dept. Avon, OH Title #4701991522	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED Damage Disclosure reported Severe damage reported
12/03/2007		Premier Toyota Scion Amherst, OH 440-985-6100 premiertoyota.com	Maintenance inspection completed Anti-theft/keyless remote(s) reprogrammed Washed/detailed One tire mounted and balanced
12/06/2007		Sunnyside Toyota North Olmsted, OH 440-777-9911 sunnysideauto.com	Vehicle serviced
01/18/2008		Ohio Motor Vehicle Dept. Avon, OH Title #4702007896	REBUILT TITLE ISSUED Damage Disclosure reported Severe damage reported
01/23/2008		Premier Toyota Scion Amherst, OH 440-985-6100 premiertoyota.com	Washed/detailed
11/04/2008		Ohio Motor Vehicle Dept. Avon, OH Title #4702007896	Registration issued or renewed
10/27/2009		Ohio Motor Vehicle Dept. Avon, OH Title #4702007896	Registration issued or renewed
11/09/2010	49,000	Ohio Inspection Station	Passed emissions inspection
11/09/2010		Ohio Motor Vehicle Dept. Avon, OH Title #4702007896	Registration issued or renewed
10/04/2011	62,679	Premier Toyota Of Newport Middletown, RI 401-847-1144 premierofnewport.com	Maintenance inspection completed Washed/detailed
10/27/2011		Ohio Motor Vehicle Dept. Avon, OH Title #4702007896	Registration issued or renewed
08/16/2012		Premier Toyota Scion Amherst, OH 440-985-6100 premiertoyota.com	Maintenance inspection completed Four wheel alignment performed
11/06/2012	77,000	Ohio Inspection Station	Passed emissions inspection
11/17/2012		Ohio Motor Vehicle Dept.	Registration issued or renewed

		Avon, OH Title #4702007896	
11/24/2012		Ohio Damage Report	Accident reported Vehicle involved in a rear-end collision Involving rear impact It hit a motor vehicle Minor damage reported Airbags did not deploy
02/13/2013	81,193	Premier Toyota Scion Amherst, OH 440-985-6100 premiertoyota.com	Vehicle serviced

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



Glossary

[View Full 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 3/11/13 at 6:59:12 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

Ohio Police Reports:

- Provide an estimate of the extent of damage in its accident reports for the following:
 - SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
 - DISABLING: The vehicle had to be towed or hauled away from the accident location.
 - FUNCTIONAL: Damage that affects the operation of the unit or its parts but is not disabling.
 - MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
 - NO DAMAGE: The vehicle was not damaged.
- Are required if the estimated damage exceeds \$400

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment 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.

Damage Disclosure

When the owner discloses to a DMV or other CARFAX source that the vehicle sustained damage. The extent of damage can range from minor to severe. CARFAX recommends you have this vehicle inspected.

First Owner

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

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.

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.

Rebuilt/Reconstructed Title

A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

Salvage Auction Record

Most vehicles sold at Salvage auctions were declared totaled by insurance companies. Most of these vehicles have sustained significant damage but there are some exceptions. For instance, recovered stolen vehicles are often declared a total loss regardless of the actual damage. Rebuilders and Recyclers purchase these vehicles at auction with intentions to rebuild them or dismantle them for parts.

Salvage Title

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 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.

Total Loss Vehicle

An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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3/11/13 6:59:12 PM (EDT)

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TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CARFAX

Toyota Motor Sales USA, Inc.
Torrance, CA

CARFAX® Vehicle History Report™

An independent company established in 1986

US \$39.99

<p>Vehicle Information: 2005 TOYOTA PRIUS VIN: JTDKKB20U753 [REDACTED] HATCHBACK 4 DR 1.5L L4 FI 16V FRONT WHEEL DRIVE Standard Equipment Safety Options</p> <p>CARFAX Report Provided By: Toyota Motor Sales USA, Inc. 19001 S Western Ave # A403 Torrance, CA 0 310-468-4000</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 40px;"></td> <td>Branded Title: Salvage</td> </tr> <tr> <td style="text-align: center;"></td> <td>Vehicle at automotive recycler facility</td> </tr> <tr> <td style="text-align: center;"></td> <td>CARFAX 1-Owner vehicle</td> </tr> <tr> <td style="text-align: center;"></td> <td>9 Service records available</td> </tr> <tr> <td style="text-align: center;"></td> <td>Personal vehicle</td> </tr> <tr> <td style="text-align: center;"></td> <td>\$1,640 Below retail book value</td> </tr> </table> <div style="text-align: right; margin-top: 20px;"> </div>		Branded Title: Salvage		Vehicle at automotive recycler facility		CARFAX 1-Owner vehicle		9 Service records available		Personal vehicle		\$1,640 Below retail book value
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Price Calculator™



Adjust the value of this 2005 Toyota Prius based on the information available in this report







<p>1) Retail Book Value</p> <div style="border: 1px solid #ccc; padding: 10px; display: flex; justify-content: space-around; align-items: center; font-size: 24px; font-weight: bold;"> \$ 0 </div> <p style="font-size: small;">Enter retail book value here</p> <div style="margin-top: 10px; display: flex; align-items: center;"> <p style="font-size: x-small;">Start by entering the retail book value from a pricing guide website.</p> </div>	<p>2) CARFAX Price Adjustment™</p> <div style="display: flex; align-items: center; justify-content: center; font-size: 24px; font-weight: bold;"> + - \$1,640 </div> <p style="font-size: small;">Below retail book value</p> <div style="margin-top: 10px; display: flex; align-items: center;"> <p style="font-size: x-small;">This vehicle is worth less than average, based on information in this report.</p> </div>	<p>3) Adjusted Retail Value</p> <div style="display: flex; align-items: center; justify-content: center; font-size: 24px; font-weight: bold;"> = </div> <p style="font-size: small;">Begin by entering the retail book value</p> <div style="margin-top: 10px; display: flex; align-items: center;"> <p style="font-size: x-small;">Compare adjusted retail value to seller's asking price when making your decision.</p> </div>
--	---	--


Ownership History	
The number of owners is estimated	
Year purchased	2005
Type of owner	Personal
Estimated length of ownership	7 yrs. 1 mo.
Owned in the following states/provinces	Florida, Michigan
Estimated miles driven per year	---
Last reported odometer reading	---


<http://www.carfaxonline.com/cfm/cfoEventHandler.cfm>



3/11/2013

 Title History CARFAX guarantees the information in this section		 Owner 1
Salvage Junk Rebuilt Fire Flood Hail Lemon		Alert! Problem Found
Not Actual Mileage Exceeds Mechanical Limits		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.		

 Additional History Not all accidents / issues are reported to CARFAX		 Owner 1
Total Loss Total loss reported on 09/12/2012.		 Total Loss Reported
Structural Damage No structural damage reported to CARFAX.		 No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.		 No Issues Reported
Odometer Check Inconsistent mileage indicated.		Mileage Inconsistency
Accident / Damage DMV title problems reported. Accident reported on 08/15/2012. Vehicle was at automotive recycler facility on 10/08/2012.		 Severe Damage
Manufacturer Recall Check with an authorized Toyota dealer for any open recalls.		Ask Your Dealer

 Detailed History		Glossary		
Owner 1 Purchased: 2005 Type: Personal Where: Florida, Michigan Est. length owned: 7/19/05 - 9/12/12 (7 yrs. 1 mo.)	Date: 06/07/2005	Mileage:	Source: NICB	Comments: Vehicle manufactured and shipped to original dealer
	07/19/2005	26	Serra Toyota Scion Farmington Hills, MI 248-699-7100 serratoyotascion.com	Vehicle sold
	07/19/2005		Florida Motor Vehicle Dept. Venice, FL	Vehicle purchase reported
	07/19/2005		Florida Motor Vehicle Dept. South Lyon, MI	Registered as personal vehicle
	07/21/2005		Michigan Motor Vehicle Dept. Venice, FL Title #130S2020424	Title or registration issued First owner reported
	07/27/2005		Florida Motor Vehicle Dept. South Lyon, MI Title #0093656632	Title issued or updated
	11/22/2005	4,992	Victory Toyota Canton, MI	Oil and filter changed

		734-495-3500 victorytoyotaplymout h.com	
12/13/2005		Florida Motor Vehicle Dept. South Lyon, MI Title #0093656632	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Silver
12/28/2005	6,517	Victory Toyota Canton, MI 734-495-3500 victorytoyotaplymout h.com	Vehicle serviced
04/24/2006	10,004	Victory Toyota Canton, MI 734-495-3500 victorytoyotaplymout h.com	Oil and filter changed
06/23/2006	11,998	Victory Toyota Canton, MI 734-495-3500 victorytoyotaplymout h.com	Vehicle serviced
08/28/2006	14,896	Victory Toyota Canton, MI 734-495-3500 victorytoyotaplymout h.com	Oil and filter changed
12/26/2006		Florida Motor Vehicle Dept. Venice, FL Title #0093656632	Registration issued or renewed Registered as personal vehicle Registration updated when owner moved the vehicle to a new location Vehicle color noted as Silver
04/10/2007	2,536	Serra Toyota Scion Farmington Hills, MI 248-699-7100 serratoytascion.com	Recommended maintenance performed MILEAGE INCONSISTENCY
			The mileage reported here conflicts with this vehicle's odometer history. Ask a mechanic or the seller to confirm the actual mileage - this entry may just be a clerical error.
09/26/2007	3,029	Serra Toyota Scion Farmington Hills, MI 248-699-7100 serratoytascion.com	Recommended maintenance performed Tire condition and pressure checked Engine/powertrain computer/module checked Steering/suspension checked
01/07/2008		Florida Motor Vehicle Dept. Venice, FL Title #0093656632	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Silver
05/05/2008	35,141	Serra Toyota Scion Farmington Hills, MI 248-699-7100 serratoytascion.com	Vehicle serviced
07/22/2008	39,223	Serra Toyota Scion Farmington Hills, MI 248-699-7100 serratoytascion.com	Oil and filter changed

01/08/2009	Florida Motor Vehicle Dept. Venice, FL Title #0093656632	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Silver
01/25/2011	Florida Motor Vehicle Dept. Venice, FL Title #0093656632	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Silver
08/15/2012	Michigan Damage Report	Accident reported Involving left side impact Vehicle ran off road Vehicle overturned Moderate damage reported Vehicle towed
		Safety first! In accidents like this, airbags may deploy and need replacing. Get them inspected before you buy. Airbag Tips
09/12/2012	Damage Report	TOTAL LOSS VEHICLE
		There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. Learn more
09/12/2012	Michigan Motor Vehicle Dept.	Title or registration issued to insurance company
09/12/2012	85,242 Michigan Motor Vehicle Dept. Northville, MI Title #298A2560003	SALVAGE TITLE/CERTIFICATE ISSUED
10/08/2012	Michigan Damage Report	Vehicle at automotive recycler facility CARFAX recommends checking for damage during your pre-purchase inspection.

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



Glossary

[View Full Glossary](#)

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Michigan Police Reports:

- Provide an estimate of the extent of damage in its accident reports for the following:
 - SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
 - MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires.
 - MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
 - NO DAMAGE: The vehicle was not damaged.
- Are required if the estimated damage exceeds \$400

Automotive Recycler

Vehicles sold at an automotive recycler are often totaled by insurance companies. The majority of these vehicles are 1) rebuilt and sold as a complete vehicle, 2) dismantled and sold for parts, or 3) scrapped and sold as metal. On occasion, they also handle vehicles with no specific damage history.

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First Owner

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

Mileage Inconsistency

If an odometer reading is less than a previous reading but CARFAX is uncertain whether the discrepancy is a rollback or a clerical error, then CARFAX calls it a "Mileage Inconsistency". In this case, you should verify the mileage with your dealer or a qualified mechanic.

Ownership History

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3/11/13 7:08:00 PM (EDT)

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RESPONSE 1

CARFAX

Toyota Motor Sales USA, Inc.
Torrance, CA

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An independent company established in 1986

US \$39.99

<p>Vehicle Information: 2009 TOYOTA PRIUS VIN: JTDKB20UX93 [REDACTED] HATCHBACK 4 DR 1.5L L4 FI DOHC 16V FRONT WHEEL DRIVE Standard Equipment Safety Options</p> <p>CARFAX Report Provided By: Toyota Motor Sales USA, Inc. 19001 S Western Ave # A403 Torrance, CA 0 310-468-4000</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 40px;"></td> <td>Branded Titles: Rebuilt, Salvage</td> </tr> <tr> <td style="text-align: center;"></td> <td>Airbag deployed</td> </tr> <tr> <td style="text-align: center;"></td> <td>2 Previous owners</td> </tr> <tr> <td style="text-align: center;"></td> <td>2 Service records available</td> </tr> <tr> <td style="text-align: center;"></td> <td>44,627 Last reported odometer reading</td> </tr> <tr> <td style="text-align: center;"></td> <td>\$2,280 Below retail book value</td> </tr> </table> <div style="text-align: right; margin-top: 20px;"> </div>		Branded Titles: Rebuilt, Salvage		Airbag deployed		2 Previous owners		2 Service records available		44,627 Last reported odometer reading		\$2,280 Below retail book value
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This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 3/11/13 at 7:01:25 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.












Price Calculator™



Adjust the value of this 2009 Toyota Prius based on the information available in this report


<p>1) Retail Book Value</p> <div style="border: 1px solid #ccc; padding: 10px; display: flex; justify-content: space-between; align-items: center;"> \$ 0 </div> <p style="font-size: x-small; margin-top: 5px;">Enter retail book value here</p> <div style="margin-top: 10px;"> <p style="font-size: x-small; margin: 0;">Start by entering the retail book value from a pricing guide website.</p> </div>	<p>2) CARFAX Price Adjustment™</p> <div style="display: flex; align-items: center; justify-content: center; font-size: 2em;"> + - \$2,280 = </div> <p style="font-size: x-small; margin-top: 5px;">Below retail book value</p> <div style="margin-top: 10px; border: 1px solid #ccc; border-radius: 10px; padding: 5px; text-align: center;"> <p style="font-size: x-small; margin: 0;">This vehicle is worth less than average, based on information in this report.</p> </div>	<p>3) Adjusted Retail Value</p> <p style="font-size: x-small; margin-top: 10px;">Begin by entering the retail book value</p> <div style="margin-top: 10px; border: 1px solid #ccc; border-radius: 10px; padding: 5px; text-align: center;"> <p style="font-size: x-small; margin: 0;">Compare adjusted retail value to seller's asking price when making your decision.</p> </div>
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CARFAX Ownership History	Owner 1	Owner 2
The number of owners is estimated		
Year purchased	2008	2009
Type of owner	Personal	---
Estimated length of ownership	10 months	3 yrs. 3 mo.
Owned in the following states/provinces	California	California
Estimated miles driven per year	---	12,708/yr
Last reported odometer reading	25,555	44,627

 Title History CARFAX guarantees the information in this section	 Owner 1	 Owner 2
	Salvage Junk Rebuilt Fire Flood Hail Lemon	Alert! Problem Found
Not Actual Mileage Exceeds Mechanical Limits	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.		

 Additional History Not all accidents / issues are reported to CARFAX	 Owner 1	 Owner 2
	Total Loss Total loss reported on 09/04/2009.	 Total Loss Reported
Structural Damage No structural damage reported to CARFAX.	 No Issues Reported	 No Issues Reported
Airbag Deployment Airbag deployment reported on 08/05/2009.	 Airbag Deployment	No New Issues Reported
Odometer Check No indication of an odometer rollback.	 No Issues Indicated	 No Issues Indicated
Accident / Damage DMV title problems reported. Accident reported on 08/05/2009.	 Severe Damage	 Severe Damage
Manufacturer Recall Check with an authorized Toyota dealer for any open recalls.	Ask Your Dealer	Ask Your Dealer

 Detailed History	Glossary			
	 Owner 1 Purchased: 2008 Type: Personal Where: California Est. length owned: 11/2/08 - 9/4/09 (10 months)	Date:	Mileage:	Source:
	10/29/2008		NICB	Vehicle manufactured and shipped to original dealer
	11/02/2008	8	South Bay Toyota Gardena, CA 310-323-7800 southbaytoyota.com	Vehicle sold
	11/02/2008		California Motor Vehicle Dept.	Registered as personal vehicle
	11/03/2008		South Bay Toyota Gardena, CA 310-323-7800 southbaytoyota.com	Vehicle serviced
	11/19/2008		California Motor Vehicle Dept. Torrance, CA	Title issued or updated First owner reported
	08/05/2009		California Damage Report	Accident reported Involving front or side impact Vehicle damaged in multiple places It hit a motor vehicle Vehicle towed Airbag deployed CARFAX Airbag Tips

08/28/2009	25,555	California Motor Vehicle Dept. Gardena, CA	Odometer reading reported
09/04/2009		Damage Report	TOTAL LOSS VEHICLE
			There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. Learn more
09/04/2009		California Motor Vehicle Dept.	Title or registration issued to insurance company
09/04/2009		California Motor Vehicle Dept. Gardena, CA	SALVAGE TITLE/CERTIFICATE ISSUED

Owner 2
 Purchased: 2009
 Where: California
 Est. miles/year: 12,708/yr
 Est. length owned: 11/14/09 - present (3 yrs. 3 mo.)

Date:	Mileage:	Source:	Comments:
11/14/2009	26,000	California Motor Vehicle Dept. Simi Valley, CA	Odometer reading reported
12/14/2009		California Motor Vehicle Dept. Simi Valley, CA	New owner reported REBUILT TITLE ISSUED
05/03/2011	44,627	Findlay Toyota Flagstaff, AZ 928-779-2445 findlaytoyotaflagstaff.net	Drivability/performance checked Four wheel alignment performed

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



Glossary

[View Full 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 3/11/13 at 7:01:25 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

Airbag Deployment

Occurs when the driver, passenger or side airbag has been used or deployed during a crash or other incident. If an airbag has been deployed, it must be replaced by a qualified technician. Have this car inspected by a mechanic prior to purchase. Use [CARFAX Airbag Tips](#) to make sure this vehicle's airbag system is functional.

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment 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.

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.

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.

Rebuilt/Reconstructed Title

A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

Salvage Title

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 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.

Total Loss Vehicle

An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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3/11/13 7:01:25 PM (EDT)

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

FTR

TQCN DOC# TQCN_FTR-130460034		Affiliate TMS		Dept. QACassis		Ref 93507939		Date 02/21/2013	
Primary Model Prius		Model Year 2005		Production Date 2005-05-25		Odometer 76665		VIN JTDKB20U753 [REDACTED]	
Source FTS		Location REG-CIN		Problem Area Base Vehicle		Parts Destination CQE		DTC	
Part # 1 00000000		Part # 1 Serial/Date Code			Parts Available No Part(s) Available		Link for PD TQCN_FTR-130460034.zip		Link for Non-PD TQCN_FTR-130460034.zip
Condition Title Unintended Acceleration Investigation - Post SSC									

1. Condition Description / Incident Details

Incident Date: 08/15/2012		Incident Time: 4:40 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	
Driver states was driving vehicle in fair weather on a dry road at the time the accident occurred. States she turned from a paved road (Pontiac Trail) on to a dirt road (6 Mile Road Westbound) at a speed of 30 MPH. States at that time the vehicle "lurched" to the left and she turned the steering wheel to the right to correct and the vehicle turned sharply to the right and crossed the centerline and went off the road causing the rear end to hit a tree after going over an embankment. The customer advised after hitting the tree the vehicle turned on its side. The customer states the brakes and steering didn't work and she lost control of the vehicle and feels concern may be related to open campaigns on the vehicle. The driver advised the airbags did not deploy.			
Incident Location: 6 Mile Road and Pontiac Trail, Salem Township, MI			
Incident Description Provided By:		<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:	
Injuries?		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes*	
		Driver states she had a broken thumb and bruising and her granddaughter had bruising	
Police Report Provided?		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes*	
		Agency: MSP Brighton Police Department Number:MI4701200	
Overall Observations & Summary of Inspection		<p>The vehicle was located at a salvage yard in Pontiac Michigan. The salvage yard is now the owner of the vehicle. They advised that the vehicle was acquired at an insurance auction about 2 months ago.</p> <p>The vehicle was at the back of the yard and inaccessible to place on a lift. The vehicle had damage on the left, right and rear of the vehicle. Only 1 wheel and tire remained on the vehicle, the right rear tire.</p> <p>The inspection began at the front of the vehicle. The front bumper cover, headlights, and hood were all missing from the vehicle. The front hub assemblies had been removed and sold according to the salvage yard. The right front caliper remained but was in the passenger side front seat. Both front brake hoses were cut during the removal of the steering knuckles.</p> <p>The dash panel had been partial disassembled and the airbags, instrument cluster, and audio system had been removed from the vehicle. The salvage yard advised they had sold both airbags as they had not deployed in the accident. Both the drivers and passenger side floor pans had debris from removal of dash components by salvage yard employees. Many of the trim components were placed in the rear seat and trunk area. All four doors were able to be open but the rear hatch was not functional due to accident damage.</p> <p>The SRS ECU was still intact and it was removed and EDR data extracted with the permission of the salvage yard as they are now the owners of the vehicle. The steering column was intact and no visible signs of damage were present. When the wheel was turned, the steering rack functioned but was no longer connected to the steering knuckles as they have been removed from the vehicle and sold.</p> <p>Under body pictures were not available as no access to a lift was possible.</p> <p>Brake inspection was limited as many components have been removed and sold by the salvage yard. Inspection included the right front caliper which remained in the passenger front seat and visual inspection of rear brake lines and ABS sensors. Approximately 5 mm of wear remained on pads in right front caliper. A full inspection of the rear brakes was not possible due to the vehicle not being lifted but the parking brake pedal was operational. Pedal reserve distance and brake fluid level were not accurate as the salvage yard cut the front brake lines when they removed the steering knuckle so</p>	

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Primary Model Prius	Model Year 2005	Production Date 2005-05-25	Odometer 76665	VIN (confirm 17 characters): JTDKB20U753 [REDACTED]	

pumping the brake pedal caused fluid to pump from both front brake lines. No power was present in the vehicle therefore a techstream health check was not able to be performed.

The floor pans of the vehicle had filled with water due to the windows being rolled down and the water had frozen. The accelerator pedal was inspected for smooth operation and was removed to inspect the condition of the connector. The connector was in good condition and the pedal operated smoothly with no binding present. The throttle body was corroded due to being exposed to the weather at the salvage yard. The connectors at the throttle body were intact and showed no signs of corrosion. A full inspection of the electronic throttle was not possible due to the vehicle being without power.

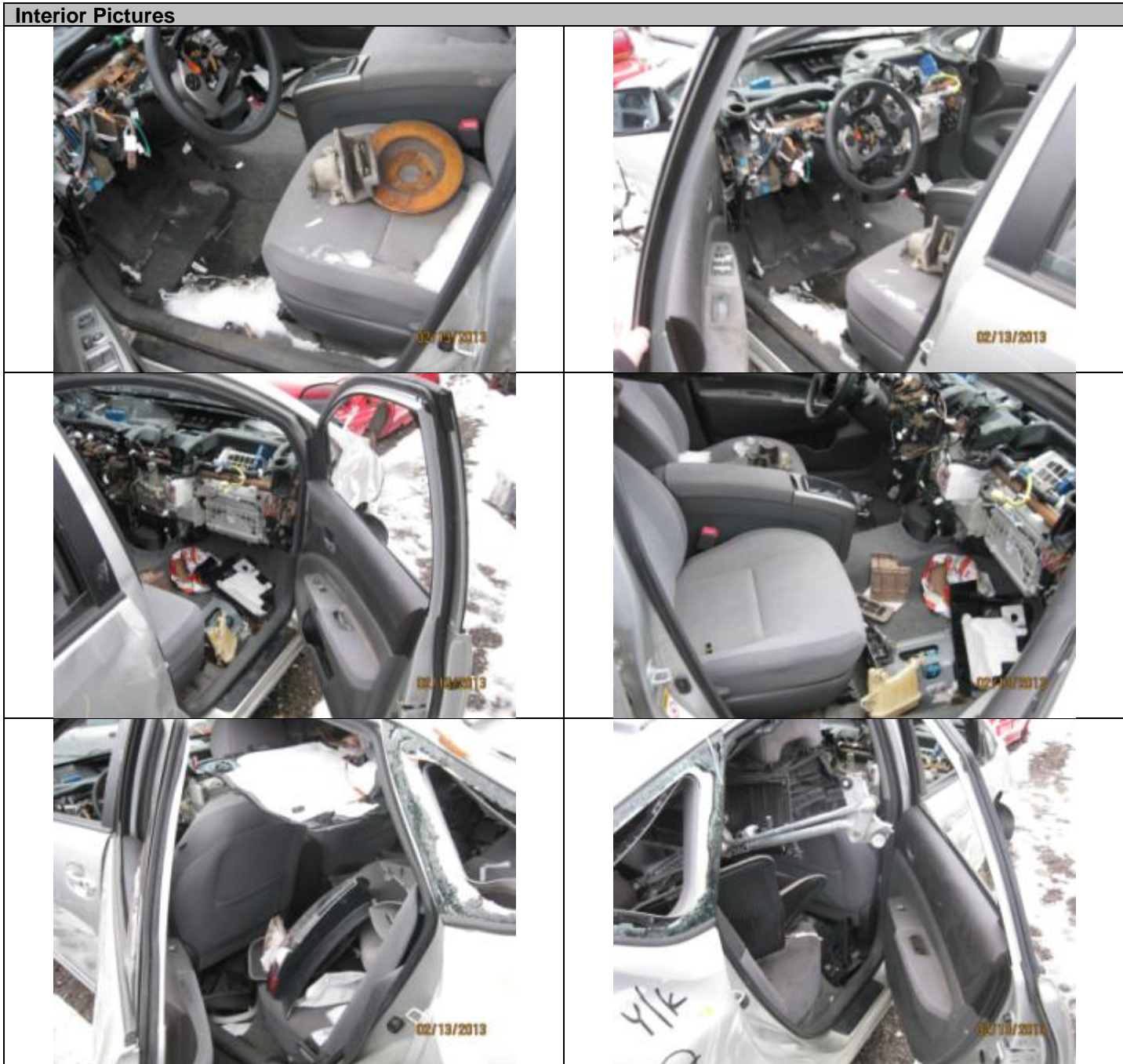
TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
Primary Model Prius	Model Year 2005	Production Date 2005-05-25	Odometer 76665	VIN (confirm 17 characters): JTDKB20U753 [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
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TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
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3. Inspection Summary

Inspection Date	02/13/2013	
Inspection Location	Acme Used Auto Parts 986 Cesar E Chavez Ave Pontiac, MI	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	Vehicle was totaled
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	No parts recovered
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	EDR data collected. Consent form was completed by a representative of Acme Used Auto Parts who is now the owner of the vehicle
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input checked="" type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered:
		Vehicle had no power and a significant portion of the dash and computers and been removed and disassembled (See Photos)
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:
		Customer was advised on initial call on 02/11/13 that she would be contact by TMS within 30 days of the inspection with results.

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4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	Missing (See Photo)
Brake Lights	Missing (See Photo)
Turn Signals	Missing exterior signals and instrument cluster is missing as well (See Photo)
Glass & External Mirrors	All windows except windshield are missing. Drivers mirror is intact (See Photo)
Hood Latch	Missing
Hatch / Trunk Latch	Not functioning. Hatch had impact damage making it unable to be opened
Door Latch & Lock	Not functioning due to no power and accident damage

Exterior Other Pictures



Interior - Other

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Inspection Area		Notes & Observations
Warning Light Status	<input checked="" type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		Instrument Cluster was missing
Instrument Cluster	Missing	
Steering Wheel & Column	Airbag missing – Column intact and functioning (See video) Auto Salvage store advised they sold both the drivers and passenger airbags because they had not deployed.	
Shift Lever & Linkage	Missing	
Pedal Assembly	Accelerator	Intact (See Photos)
	Brake	Intact (See photos)
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Floor mat missing, floor mat clips still present
	Right Front	Debris in floor pan. No mat present

Floormat / Interior Floorpan Pictures



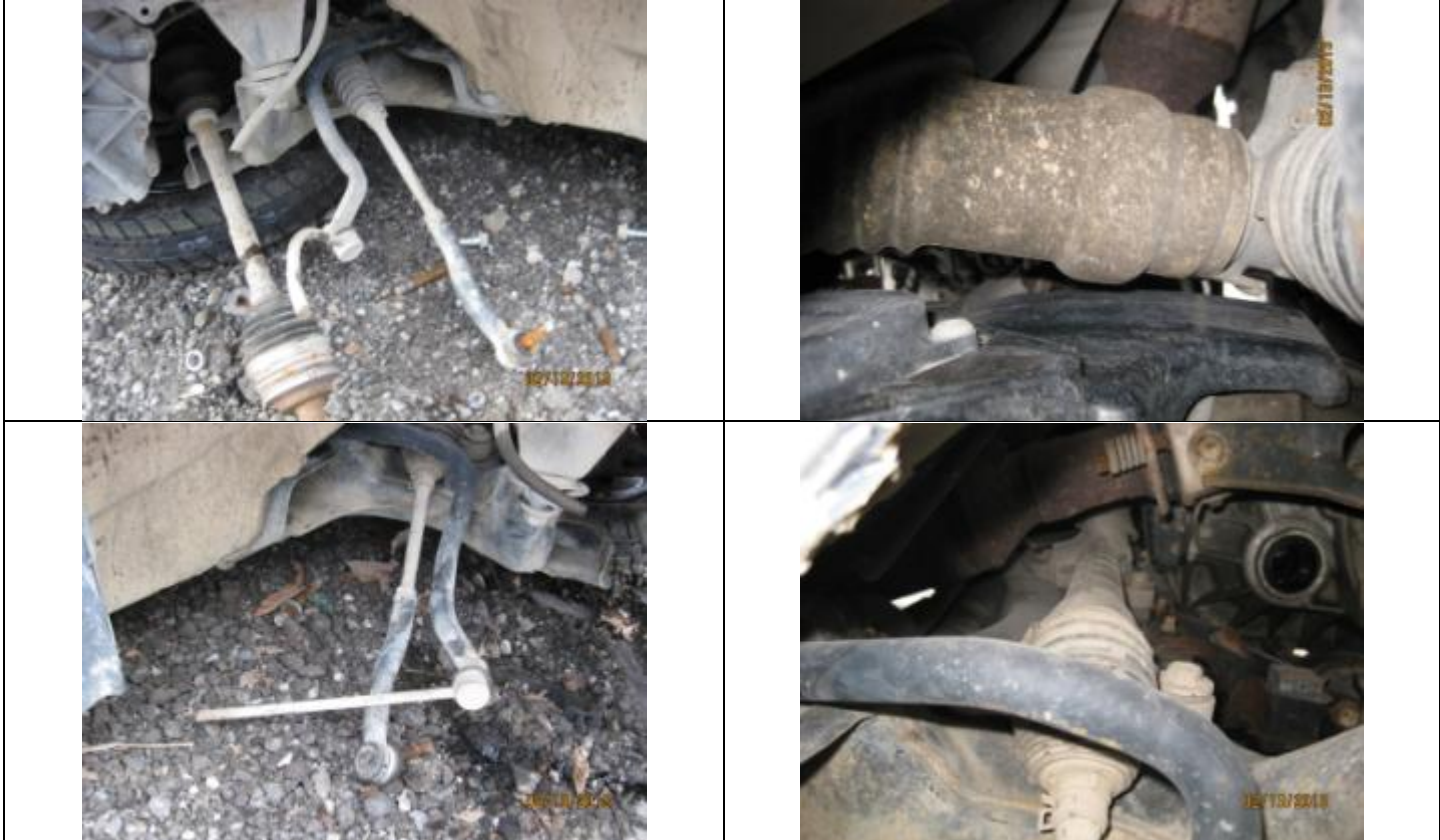
Interior Other Pictures



TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
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Undercar		
Inspection Area	Notes & Observations	
Suspension	Left Front	Steering knuckle, rotor and caliper are missing. Salvage yard has sold assemblies
	Right Front	Steering knuckle, rotor are missing and have been sold
	Left Rear	Drum intact
	Right Rear	Flat tire. Unable to access rear suspension as no access to a lift was available
Steering Gear and Linkage	No longer attached to knuckle but functional (See videos)	
Drive axle / Driveshaft	Disconnected from knuckle. Right side half shaft is missing.	
Transmission / Transaxle	Unable to access as a lift was not available	
Differential/rear axle assembly	Unable to access as a lift was not available	
Exhaust System	Unable to access as a lift was not available	
Fuel Tank and Lines	Unable to access as a lift was not available	

Undercar Pictures



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Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Missing			Missing			Missing			Uniroyal		
Tire Model Name - Code										Tiger Paw		
Tire Size										185/65/R15		
Tire DOT #										Y9ADC9VV3111		
Cold Tire Pressure (psi)										Flat		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
										7	8	6
Tire Wear Condition	Missing			Missing			Missing			Uneven		
Wheel Condition	Missing			Missing			Missing			OK		

Tire & Wheel Pictures



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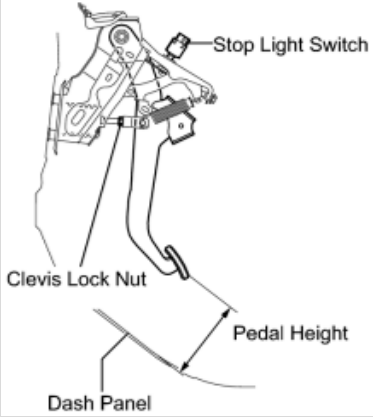
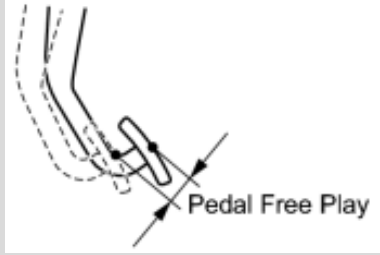
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	Missing	Outside – 6mm Inside – 5mm		
Calipers / Wheel Cylinders	Left front caliper missing, RF caliper was sitting in passenger seat. Both front brake lines were cut.			
Pad / Shoe Condition	Unable to determine except RF caliper in passenger seat had adequate wear remaining			
Caliper Slide Pins & Other Hardware	Slide pins on RF caliper were moving freely			
Rotor / Drum Condition	Rotors missing. Drums were unable to be removed.			
Wheel Speed Sensor & Wiring Condition	Rear speed sensors intact. Front sensors missing			
Master Cylinder	Intact			
ABS Actuator	Intact			
Brake Lines & Hoses	Both front hoses were cut when salvage yard removed steering knuckles			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Functional			

Brake Pictures



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Brake System - Pedal

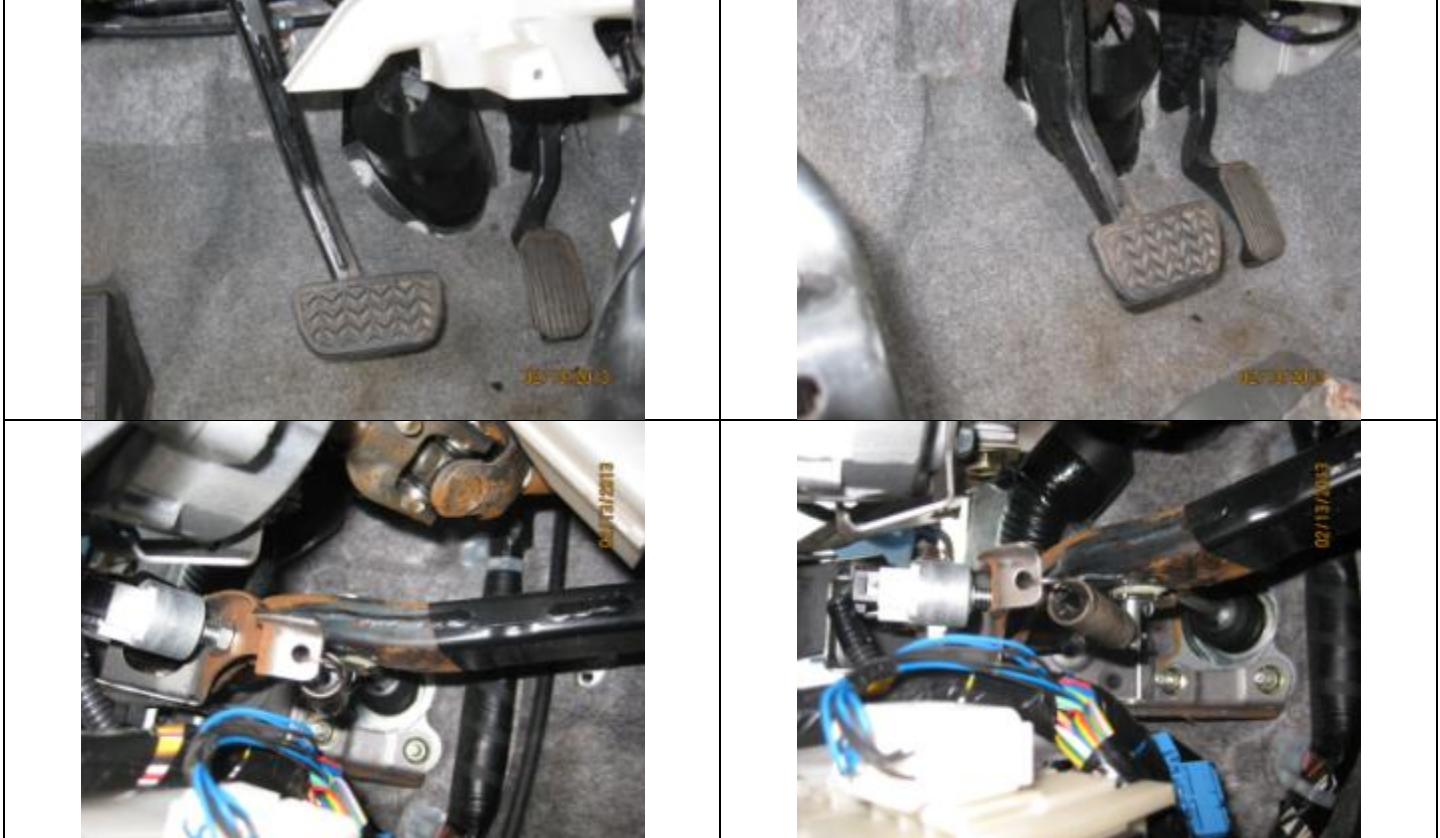
Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 135mm	Measurement: 2mm

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: Unable to take measurement as both front brake lines were cut therefore the master cylinder pumped fluid out the front brake lines each time the pedal was pressed

Brake System - Pedal Pictures



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Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture
Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.


- ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF”
- PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF”

Hint:
Non-hybrid: Refer to Engine and ECT data list.
Hybrid: Refer to Hybrid Control data List.
Attach available information to section “5. Contact Details & Related Files”.

Idle RPM Snapshot
Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	N/A	N/A
Neutral	N/A	N/A
Drive	N/A	N/A

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1	Force [kg]
0.8 V	Not Available
1.5 V	Not Available
2.0 V	Not Available
2.5 V	Not Available
3.0 V	Not Available
3.5 V	Not Available
Max	Not Available

Accelerator Pedal Manufacturer: Denso

Accelerator Pedal Installed



Throttle Body Assembly




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Dynamic Evaluation	
<p>CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.</p>	
Area & Inspection Items	Notes
<p>Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.</p>	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Engine Performance</p> <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Transmission / Drivetrain</p> <ul style="list-style-type: none"> Operation 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.</p>	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Ride and Handling</p> <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Brake</p> <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Steering</p> <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Electrical Accessory / HVAC</p> <ul style="list-style-type: none"> Operation and condition 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Instruments / Warning Lights</p> <ul style="list-style-type: none"> Operation and condition 	Unable to perform dynamic evaluation. Vehicle was inoperable.
<p>Wiper System</p> <ul style="list-style-type: none"> Operation and condition 	Unable to perform dynamic evaluation. Vehicle was inoperable.

TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
Primary Model Prius	Model Year 2005	Production Date 2005-05-25	Odometer 76665	VIN (confirm 17 characters): JTDKB20U753 [REDACTED]	

Additional Inspection Items:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Part Recovery Consent	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Police Report	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
Other: <describe file(s) here>	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	

TQCN DOC# TQCN_FTR-130460034		Condition Title Unintended Acceleration Investigation - Post SSC			Date 02/21/2013
Primary Model Prius	Model Year 2005	Production Date 2005-05-25	Odometer 76665	VIN (confirm 17 characters): JTDKB20U753 [REDACTED]	

Orig Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	00000000	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

Case Activity Report

Case # : 1211150880 **Case Type :** ACCIDENT **Owner's Group :** Toyota 2B
Brand : Toyota **Case/Activity Last Updated :** 11/16/2012 02:03:03 PM
Case Title : PRODUCT; ACCIDENT/FLOOD DAMAGE; STEERING SYSTEM; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTDKB20U753 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2005	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	PRIUS	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	VENICE FL [REDACTED]	CITY, STATE, ZIP:	VENICE FL [REDACTED]	MODEL NUMBER :	1224	OWNER :	CRATHEB
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	1NZ	CREATED DATE :	11/15/2012 09:13:00 AM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	CVT-E	CREATED BY :	KICKBUJ
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME:	21111 SERRA TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	[REDACTED]	FAX NUMBER :	[REDACTED]	DOFU :	07/21/2005	CLOSED DATE :	11/16/2012 02:03:03 PM
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	89	CLOSED BY :	CRATHEB
				CURRENT MILES :	82500	CLOSER'S GROUP :	Toyota 2B
				INCIDENT MILES :	82500		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	21111 SERRA TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	02	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9YS2FK	11/15/2012 08:50:59 AM / Call - Inbound	Done	KICKBUJ /	Cllr sts: they were in a accident with their 2005 Prius regarding SSC COT. Cust sts they went to National Highway Traffic Administration Department to file a claim today. Cust provided the claim #10484757. Cust sts that they received \$11,000 from their insurance to purchase another veh and purchased another Prius. Cust sts that their insurance is now going to drop their policy when it ends on December 17, 2012.			11/15/2012 09:32:51 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>Clir sks: assistance with insurance company and the veh being totaled. Cust sts also with the injuries that they had.</p> <p>NCR: Apologized and asked if everyone is ok. Cust sts they are ok with just some minor injuries. Apologized and advised that we will definitely see what we can do to assist. Gathered all the information regarding the accident. Updated the customers information. Provided the cust with her case number. Advised the cust that a case manager will contact them within 1 business day.</p> <p>Registered owner: [REDACTED] Driver: [REDACTED] Occupants: 2 (including her 11 year old Granddaughter [REDACTED]) Date of accident: 8/15/2012 Time of accident: 4:00 pm Accident location: Six Mile Road and Pontiac. Cust sts they turned right onto Six Mile Road South Lion, MI 48178 and then drove 1,000 yards down the road and then they lost control of the veh. Have repairs begun: No, the veh was totaled.</p> <p>** (NOTES CONTINUED IN NEWACTIVITY)**</p>			
1-9YS2HA	11/15/2012 09:32:10 AM / Call - Inbound	Done	KICKBUJ /	<p>Customer seeks: Assistance help with insurance company that is not renewing her policy (Auto Owners) Policy Ends on December 17th 2012. Cust sks additional assistance with the car being totaled along with the occupants getting injured.</p> <p>Vehicle Location: Towed to the vehicle to Don's Auto. Hamburg, MI</p> <p>Injuries: Driver had multiple bruises and a broken thumb. The driver also had a bump on her head and lost conscious for a minute (Head injury). Granddaughter had bruises.</p> <p>Wearing Seatbelt: Yes, both passengers were.</p> <p>Speed before impact: 35-40 mph (Road Speed Limit is 55 mph).</p> <p>Able to apply brakes: Brakes would not work.</p>			11/15/2012 09:33:49 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				What failed: Steering failed. Cust sts they lost control of the veh. Type of collision: Side Type of impact: Veh hit a tree Specific veh damage: Rear of the veh was dented. Whole passenger side was destroyed. Roof was also damaged towards the rear. Airbags: Non-deploy Airbag warning light: Cust sts they do not remember. Previous accident: Two fender benders but nothing			
1-9Z2TDL	11/16/2012 02:02:50 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	CM spk to the cust on the primary #. Cust restated info from the initial call. Cust sts the State of Michigan Police dept generated a police report. Cust provided report # 12734212. Cust sts the steering did not work causing the accident. Sts the brakes nor the steering worked. Sts she was driving slow and the veh sped up. Sts the impact w/ the tree stopped the veh. Cust sts the veh has been taken away by the customer's insurance company who now has ownership of the veh. CM adv the cust to mail supporting documents to the TMS claims dept. CM provided address. Cust sks to fax the documents as well. CM provide fax # to claims: 310-381-8690. CM adv it takes approx 30 b/d for the claims dept to rvw and respond. Cust sks claims to expedite a contact to the insurance company or herself. CM adv will doc but no guarantees. Cust thanked.			11/16/2012 02:02:57 PM

LEGAL INFORMATION			
INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	8/15/2012 04:00:47 PM	VEHICLE LOCATION :	in possession of the insurance company
INCIDENT LOCATION :	Six Mile Road and Pontiac South Lion, MI 48178	DRIVABLE :	No
ROAD CONDITION :	Dry	REPAIRED :	No
OCCUPANTS :	Diver/Patricia Laburn-belted, granddaughter/ Hannah Kindree-front passenger seat-11 years old - belted	INSURANCE INFORMATION	
INJURIES :	Driver-head injury, multiple bruises, and broken thumb. Granddaughter- body bruises	CLAIM # :	unknown
WHAT FAILED :	steering and brakes	NAME OF INSURED :	██████████
POLICE :	Y	ADJUSTER NAME :	Don Dodson-Shouwf
FIRE :		ADJUSTER PHONE # :	800-527-8299 2795
		INSURANCE INFO :	Auto Owners of Michigan and Florida

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Case Activity Report

Case # : 1211150880 **Case Type :** ACCIDENT **Owner's Group :** Toyota 2B
Brand : Toyota **Case/Activity Last Updated :** 11/16/2012 02:03:03 PM
Case Title : PRODUCT ; ACCIDENT/FLOOD DAMAGE ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTDKB20U753 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2005	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	PRIUS	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	VENICE FL [REDACTED]	CITY, STATE, ZIP:	VENICE FL [REDACTED]	MODEL NUMBER :	1224	OWNER :	CRATHEB
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	1NZ	CREATED DATE :	11/15/2012 09:13:00 AM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	CVT-E	CREATED BY :	KICKBUJ
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME:	21111 SERRA TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	[REDACTED]	FAX NUMBER :	[REDACTED]	DOFU :	07/21/2005	CLOSED DATE :	11/16/2012 02:03:03 PM
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	89	CLOSED BY :	CRATHEB
				CURRENT MILES :	82500	CLOSER'S GROUP :	Toyota 2B
				INCIDENT MILES :	82500		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	21111 SERRA TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	02	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9YS2FK	11/15/2012 08:50:59 AM / Call - Inbound	Done	KICKBUJ /	Cllr sts: they were in a accident with their 2005 Prius regarding SSC COT. Cust sts they went to National Highway Traffic Administration Department to file a claim today. Cust provided the claim #10484757. Cust sts that they received \$11,000 from their insurance to purchase another veh and purchased another Prius. Cust sts that their insurance is now going to drop their policy when it ends on December 17, 2012.			11/15/2012 09:32:51 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Clr sks: assistance with insurance company and the veh being totaled. Cust sts also with the injuries that they had.</p> <p>NCR: Apologized and asked if everyone is ok. Cust sts they are ok with just some minor injuries. Apologized and advised that we will definitely see what we can do to assist. Gathered all the information regarding the accident. Updated the customers information. Provided the cust with her case number. Advised the cust that a case manager will contact them within 1 business day.</p> <p>Registered owner: [REDACTED] Driver [REDACTED] Occupants: 2 (including her 11 year old Granddaughter [REDACTED]) Date of accident: 8/15/2012 Time of accident: 4:00 pm Accident location: Six Mile Road and Pontiac. Cust sts they turned right onto Six Mile Road South Lion, MI 48178 and then drove 1,000 yards down the road and then they lost control of the veh. Have repairs begun: No, the veh was totaled.</p> <p>**NOTES CONTINUED IN NEWACTIVITY**</p>			
1-9YS2HA	11/15/2012 09:32:10 AM / Call - Inbound	Done	KICKBUJ /	<p>Customer seeks: Assistance help with insurance company that is not renewing her policy (Auto Owners) Policy Ends on December 17th 2012. Cust sks additional assistance with the car being totaled along with the occupants getting injured.</p> <p>Vehicle Location: Towed to the vehicle to Don's Auto. Hamburg, MI</p> <p>Injuries: Driver had multiple bruises and a broken thumb. The driver also had a bump on her head and lost conscious for a minute (Head injury). Granddaughter had bruises.</p> <p>Wearing Seatbelt: Yes, both passengers were.</p> <p>Speed before impact: 35-40 mph (Road Speed Limit is 55 mph).</p> <p>Able to apply brakes: Brakes would not work.</p>			11/15/2012 09:33:49 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				What failed: Steering failed. Cust sts they lost control of the veh. Type of collision: Side Type of impact: Veh hit a tree Specific veh damage: Rear of the veh was dented. Whole passenger side was destroyed. Roof was also damaged towards the rear. Airbags: Non-deploy Airbag warning light: Cust sts they do not remember. Previous accident: Two fender benders but nothing			
22TDL	11/16/2012 02:02:50 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	CM spk to the cust on the primary #. Cust restated info from the initial call. Cust sts the State of Michigan Police dept generated a police report. Cust provided report # 12734212. Cust sts the steering did not work causing the accident. Sts the brakes nor the steering worked. Sts she was driving slow and the veh sped up. Sts the impact w/ the tree stopped the veh. Cust sts the veh has been taken away by the customer's insurance company who now has ownership of the veh. CM adv the cust to mail supporting documents to the TMS claims dept. CM provided address. Cust sks to fax the documents as well. CM provide fax # to claims: 310-381-8690. CM adv it takes approx 30 b/d for the claims dept to rw and respond. Cust sks claims to expedite a contact to the insurance company or herself. CM adv will doc but no guarantees. Cust thanked.			11/16/2012 02:02:57 PM

INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	8/15/2012 04:00:47 PM	VEHICLE LOCATION :	in possession of the insurance company
INCIDENT LOCATION :	Six Mile Road and Pontiac South Lion, MI 48178	DRIVABLE :	No
ROAD CONDITION :	Dry	REPAIRED :	No
OCCUPANTS :	Diver/Patricia Laburn-belted, granddaughter/ Hannah Kindree-front passenger seat-11 years old - belted	INSURANCE INFORMATION	
INJURIES :	Driver-head injury, multiple bruises, and broken thumb. Granddaughter- body bruises	CLAIM # :	unknown
WHAT FAILED :	steering and brakes	NAME OF INSURED :	[REDACTED]
POLICE :	Y	ADJUSTER NAME :	Don Dodson-Shouwf
FIRE :		ADJUSTER PHONE # :	800-527-8299 2795
		INSURANCE INFO :	Auto Owners of Michigan and Florida

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DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

Sandra Estrada

From: [REDACTED]
Sent: Tuesday, January 22, 2013 12:00 PM
To: Sandra Estrada
Subject: 2005 Toyota Pruis JTDKB20U753 [REDACTED]

Dear Sandee Estrada,

I recieved your letter regarding needing to inspect my vehicle for steering and braking problems prior to making a determination of blame. I have left a message on your phone number and thought I would follow up with an email.

I have located my vehicle and you can inspect it and it has not been compromised regarding the sterring collum and break system. Call Auto Parts City at 248-400-7722 to arrange to inspect my Pruis.

I would appreciate a call back that you are going forward with the inspection at cell [REDACTED]

Thank you and am looking forward to the result of your inspection. I am sure there was something wrong with the car as it went totally out of my control for no reason.

[REDACTED]

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

TOYOTA

Sandee Estrada
Direct Phone (310) 468-3100
Fax (310) 381-6000
Sandra_estrada@toyota.com

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

January 15, 2013

[REDACTED]
Venice, FL [REDACTED]

RE: Date of Loss: August 15, 2012
Vehicle: 2005 Toyota Prius
VIN: JTDKB20U753 [REDACTED]

Dear Ms. [REDACTED]:


This letter is in response to the correspondence we received in regards to the above referenced incident.

Based on the information provided, you reported that you experienced unintended acceleration and the steering and brakes failed, which resulted in damage to your vehicle and injuries to you and your daughter.

Toyota Motor Sales, USA, Inc. was not provided the opportunity to inspect the vehicle after the incident. You reported that you no longer own the vehicle and it was totaled by your insurance company. Since the vehicle is no longer available for an inspection, there is no way to determine if this incident was the result of any type of defect.

We are very sorry to hear about this unfortunate incident; however, we are unable to honor your claim. Thank you for allowing us to address your concerns.

Very truly yours,


Sandee Estrada
Legal Claims Administrator
Toyota Motor Sales, USA, Inc.

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

Authority: 1949 PA 300, Sec.257.622
Compliance: Required MSP UD-10E
Penalty: \$100 and/or 90 days (Rev 11/2006)

External # 0159533
Crash ID 8405968

Page 01 of 01
Incident # 12734212 File Class 93001

STATE OF MICHIGAN TRAFFIC CRASH REPORT

ORI: MI 4701200	Department Name MSP Brighton			Incident Disposition Closed		
Crash Date 08/15/2012	Crash Time 16:40	No. of Units 01	Crash Type Single Motor Vehicle	Special Circumstances <input type="checkbox"/> School Bus <input type="checkbox"/> None <input type="checkbox"/> Hit and Run <input type="checkbox"/> Deer <input type="checkbox"/> Fleeing Police	Special Checks <input type="checkbox"/> Fatal <input type="checkbox"/> Non-Traffic Area <input type="checkbox"/> ORV/Snowmobile	
County 81 - Washtenaw	Traffic Control None	Relation to Roadway Outside of shoulder/curb	Special Study	Weather Cloudy	Area 10 - NON-FRWY Straight roadway	
City/Twp 12 - Salem Twp	Construction Zone (if applicable) Type	Lane Closed	Activity	Light Daylight	Road Condition Dry	Total Lanes 02 Speed Limit 55 Posted No

LOCATION	Prefix	Road Name SIX MILE	Road Type RD	Suffix	Divided Roadway
	Distance 1,320 Feet W	Traffic Way 01 - Not physically divided		Access Control 01 - No access control	
	Prefix	Intersecting Road PONTIAC	Road Type TRL	Suffix	Divided Roadway

Unit Number 01	Unit Known Yes	State Driver License Number	Date of Birth (Age)	License Type <input checked="" type="checkbox"/> Operator <input type="checkbox"/> Chauffeur <input type="checkbox"/> Moped	Endorsements <input type="checkbox"/> Cycle <input type="checkbox"/> Farm <input type="checkbox"/> Recreation	Sex F	Total Occupants 02	Hazardous Action 08 - Improper lane use
Unit Type MV	Driver Information VENICE, FL			Injury C	Position 01	Restraint 04	Hospital NONE	
Driver Condition <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 99				Interlock No	Ejected	Trapped	Airbag Deployed No	Ambulance NONE
Alcohol <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Test Type <input type="checkbox"/> Field <input type="checkbox"/> PBT <input type="checkbox"/> Breath <input type="checkbox"/> Blood <input type="checkbox"/> Urine				Drugs <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Test Type <input type="checkbox"/> Blood <input type="checkbox"/> Urine		Citation Issued <input type="checkbox"/> Hazardous <input type="checkbox"/> Other		
Vehicle Registration	State FL	Insurance / Policy # OWNERS INS. CO	Towed To/By DON'S TOWING		Special Vehicles 0	Private Trailer Type	Vehicle Defect	
VIN JTDKB20U753	Vehicle Description TOYT	Make	Model	Color SIL	Year 2005	Vehicle Type Passenger Car		
Location of Greatest Damage 10	First Impact 07	Extent of Damage 4	Driveable No	Vehicle Direction W	Vehicle Use 01 - Private	Action Prior 01 - Going Straight Ahead		
Sequence of Events First 01 - Loss of control			Second 04 - Ran off roadway-right		Third 06 - Overtum		Fourth 35 - Ditch	

PASSENGERS	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance
	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance
	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance

Carrier Information		Carrier Source	GVWR	ICCMC	USDOT	MPSC
		Driver's CDL Type	Endorsements <input type="checkbox"/> H <input type="checkbox"/> P <input type="checkbox"/> T <input type="checkbox"/> N <input type="checkbox"/> S <input type="checkbox"/> X	CDL Exempt <input type="checkbox"/> Farm <input type="checkbox"/> Other	CDL Restrictions <input type="checkbox"/> 28 <input type="checkbox"/> 29 <input type="checkbox"/> 30 <input type="checkbox"/> 35 <input type="checkbox"/> 36	
Interstate/Intrastate	Vehicle Type	Type & Axle Per Unit First Second Third Fourth	Cargo Body Type	Medical Card	Hazardous Material <input type="checkbox"/> Placard <input type="checkbox"/> Cargo Spill	ID # Class #

OWNERS	Owner Information	Owner Information	
	Person Advised of Damaged Traffic Control Contact Name: Contact Date: Contact Time:	Damaged Property	Public
		Owner & Phone	

Unit Number	Unit Known	State	Driver License Number	Date of Birth (Age)	License Type <input type="radio"/> Operator <input type="radio"/> Chauffeur <input type="radio"/> Moped	Endorsements <input type="radio"/> Cycle <input type="radio"/> Farm <input type="radio"/> Recreation	Sex	Total Occupants	Hazardous Action
Unit Type	Driver Information			Injury	Position	Restraint	Hospital		
Driver Condition <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 99				Interlock	Ejected	Trapped	Airbag Deployed	Ambulance	
Alcohol <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused <input type="radio"/> Not offered Test Type <input type="radio"/> Field <input type="radio"/> PBT <input type="radio"/> Breath <input type="radio"/> Blood <input type="radio"/> Urine				Test Results		Drugs <input type="radio"/> Yes <input type="radio"/> No Test Type <input type="radio"/> Blood <input type="radio"/> Urine		Citation Issued <input type="radio"/> Hazardous <input type="radio"/> Other	
Vehicle Registration	State	Insurance / Policy #		Towed To/By			Special Vehicles	Private Trailer Type	Vehicle Defect
VIN		Vehicle Description	Make	Model	Color	Year	Vehicle Type		
Location of Greatest Damage	First Impact	Extent of Damage	Driveable	Vehicle Direction	Vehicle Use	Action Prior			
Sequence of Events (● indicates MOST harmful event)		First		Second		Third		Fourth	

PASSENGERS	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance
	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance
	Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital
		Injury	Airbag Deployed	Ejected	Trapped	Ambulance
Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital	
	Injury	Airbag Deployed	Ejected	Trapped	Ambulance	
Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital	
	Injury	Airbag Deployed	Ejected	Trapped	Ambulance	
Passenger Information	Date of Birth (Age)	Sex	Position	Restraint	Hospital	
	Injury	Airbag Deployed	Ejected	Trapped	Ambulance	

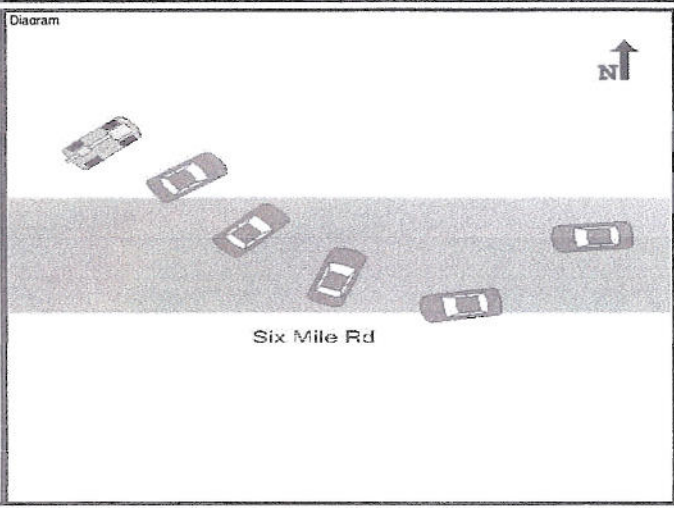
Carrier Information		Carrier Source	GWWR	ICCMC	USDOT	MPSC
		Drivers CDL Type	Endorsements <input type="radio"/> H <input type="radio"/> P <input type="radio"/> T <input type="radio"/> N <input type="radio"/> S <input type="radio"/> X		CDL Exempt <input type="radio"/> Farm <input type="radio"/> Other	CDL Restrictions <input type="radio"/> 28 <input type="radio"/> 29 <input type="radio"/> 30 <input type="radio"/> 35 <input type="radio"/> 36
Interstate/Intrastate	Vehicle Type	Type & Axle Per Unit First Second Third Fourth		Cargo Body Type	Medical Card	Hazardous Material <input type="radio"/> Placard <input type="radio"/> Cargo Spill
						ID # Class #

OWNERS	Owner Information	Owner Information

Witness Information	Witness Information

Investigated at Scene	Reported Date (Time)	1st Investigator Name (Badge)	2nd Investigator Name (Badge)	Photos By
Yes	08/15/2012 (17:32)	S SINGLETON (264)		

Narrative
 Vehicle #1 went off the left side of the road for unknown reasons. The driver overcorrected causing the vehicle to roll over in the right ditch.



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

Date: 08/17/12 02:32 PM
Estimate ID: 525078-24287
Estimate Version: 0
Profile ID: * Mitchell

Paul

HALLER APPRAISAL SERVICE

P.O. BOX 182, FARMINGTON, MI 48336-0182
(248) 477-3400
Fax: (248) 473-9830
Email: rob.gruenewald@hallerappraisal.com
Tax ID: 38-2318557

Damage Assessed By: ROB GRUENEWALD-X18

Appraised for: AUTO OWNERS- [REDACTED]

Condition Code: Good
Date of Loss: 08/15/12
Contact Date: 08/17/12
Deductible: UNKNOWN
File Number: 525078-24287
Policy No: [REDACTED]

Type of Loss: Collision

Claim Number: 4-2993-12

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] SOUTH LYON, MI [REDACTED]
Telephone: [REDACTED]
Cell Phone: [REDACTED]

Mitchell Service: 910178

Description: 2005 Toyota Prius
Body Style: 4D Sed
VIN: JTDKB20U753 [REDACTED]
Mileage: 82,500
OEM/ALT: A

Drive Train: 1.5L Inj 4 Cyl A FWD

Search Code: B647762

IN THE EVENT OF A SUPPLEMENT, DO NOT CALL THE APPRAISER FOR A
REINSPECTION. ALL REINSPECTION REQUESTS MUST BE CALLED INTO OUR HOME
OFFICE AT 248-477-3400 EXT 0. SUPPLEMENT REQUESTS ALL REQUIRE PRIOR
APPROVAL.

ALL DEDUCTIBLE AMOUNTS WILL BE DETERMINED BY THE INSURANCE CARRIER AND
THEY SHOULD BE CONTACTED FOR THIS INFORMATION. THE DEDUCTIBLE AMOUNT
SHOWN ON THIS ESTIMATE IS NOT A FINAL DETERMINATION.

Color: SILVER
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS.
TRACTION CONTROL, ALUM/ALLOY WHEELS, FRONT AIR DAM, TINTED GLASS
AUTO AIR CONDITION, TRIP COMPUTER, ANTI-THEFT SYSTEM, AM/FM STEREO CD
FRONT BUCKET SEATS, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM
POWER HEATED EXTERIOR MIRRORS, REAR SPOILER, REAR WINDOW WIPER
STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
1	001683	BDY	OVERHAUL	Frnt Bumper Cover Assy			1.7
2	000026	BDY	REPAIR	Frnt Bumper Cover	Existing		2.0*
3	AUTO	REF	REFINISH	Frnt Bumper Cover			C 2.6
4	000095	BDY	REMOVE/REPLACE	R Front Combination Lamp Assembly	** QUAL REPL PART	137.00	INC #
5	AUTO	BDY	REMOVE/INSTALL	Frnt Bumper Cover			INC

ESTIMATE RECALL NUMBER: 08/17/2012 14:32:55 525078-24287

Mitchell Data Version: OEM: JUL_12_V

MAPP: JUL_12_V Copyright (C) 1994 - 2012 Mitchell International

Software Version: 7.0.443

All Rights Reserved

Date: 08/17/12 02:32 PM
 Estimate ID: 525078-24287
 Estimate Version: 0
 Profile ID: * Mitchell

Line	Code	Description	Part / Material	Quantity	Unit Price	Total Price	Notes
6	AUTO BDY	CHECK/ADJUST	Headlamps			0.4	
7	000221 BDY	REMOVE/REPLACE	R Fender Panel	** QRP CAPA	205.00	2.0 #	
8	AUTO REF	REFINISH	R Fender Outside			C 2.2	
9	AUTO REF	REFINISH	R Add To Edge Fender			C 0.5	
10	000752 BDY	REMOVE/REPLACE	R Roof Rail	61213-47021	136.62	5.5	
11	AUTO REF	REFINISH	R Roof Rail			C 1.2	
12	000753 BDY	REPAIR	L Roof Rail	Existing		5.0*	
13	AUTO REF	REFINISH	L Roof Rail			C 1.2	
14	000942 BDY	REMOVE/REPLACE	R Frt Door Shell	Qual Recycled Part	400.00	4.5 #	
15	AUTO REF	REFINISH	R Frt Door Outside			C 1.8	
16	AUTO REF	REFINISH	R Frt Add For Jambs & Interior			C 1.0	
17			Line Markup %25.00		100.00		
18	000954 BDY	REMOVE/REPLACE	R Frt Upr Door Blackout Tape	75921-47011	45.66	0.2	
19	000965 BDY	REMOVE/REPLACE	R Frt Lwr Door Blackout Tape	75985-47011	36.52	0.2	
20	000967 BDY	REMOVE/REPLACE	R Frt Door Front Blackout Tape	75975-47011	22.96	0.2	
21	000973 BDY	REMOVE/REPLACE	R Frt Door Rear View Mirror	87910-47101	237.64	INC #	
22	AUTO BDY	REMOVE/INSTALL	R Frt Door Trim Panel			INC	
23	001135 BDY	REMOVE/REPLACE	R Rear Door Shell	Qual Recycled Part	400.00	4.0	
24	AUTO REF	REFINISH	R Rear Door Outside			C 1.8	
25	AUTO REF	REFINISH	R Rear Add For Jambs & Interior			C 1.0	
26			Line Markup %25.00		100.00		
27	001155 BDY	REMOVE/REPLACE	R Rear Upr Door Blackout Tape	75923-47011	45.66	0.2	
28	001157 BDY	REMOVE/REPLACE	R Rear Lwr Door Blackout Tape	75987-47011	27.50	0.2	
29	001159 BDY	REMOVE/REPLACE	R Rear Door Rear Blackout Tape	75979-47011	18.36	0.2	
30	001274 BDY	REMOVE/REPLACE	Roof Panel	63111-47020	580.11	INC #	
31	AUTO REF	REFINISH	Roof Panel Outside			C 2.6	
32	001278 BDY	REMOVE/REPLACE	Upr Roof Back Window Frame Assy	63105-47010	152.51	1.5	
33	AUTO BDY	REMOVE/REPLACE	Roof/Both Qtr Panels			41.1	
34	001326 BDY	REMOVE/REPLACE	R Quarter Outer Panel	61601-47060	634.09	INC #	
35	AUTO REF	REFINISH	R Quarter Panel Outside			C 1.6	
36	AUTO REF	REFINISH	R Quarter Panel Edge			C 0.5	
37	AUTO REF	REFINISH	R Add For Pillar			C 0.5	
38	001327 BDY	REMOVE/REPLACE	L Quarter Outer Panel	61602-47060	634.09	INC #	
39	AUTO REF	REFINISH	L Quarter Panel Outside			C 1.6	
40	AUTO REF	REFINISH	L Quarter Panel Edge			C 0.5	
41	AUTO REF	REFINISH	L Add For Pillar			C 0.5	
42	001341 BDY	REMOVE/REPLACE	R Quarter Reinforcement Assy	61737-47901	152.19	1.5 #	
43	AUTO REF	REFINISH	R Quarter Panel Reinf			C 1.0	
44	001342 BDY	REMOVE/REPLACE	L Quarter Reinforcement Assy	61738-47901	152.19	1.5 #	
45	AUTO REF	REFINISH	L Quarter Panel Reinf			C 1.0	
46	001372 GLS	REMOVE/REPLACE	R Qtr Glass Stationary	62710-47011	78.42	INC #	
47	001373 GLS	REMOVE/REPLACE	L Qtr Glass Stationary	62720-47011	78.42	INC #	
48	002076 BDY	REMOVE/REPLACE	Qtr Glass Adhesive	N.A.	36.00	*	
49	001376 BDY	REMOVE/REPLACE	Liftgate Shell (Alum)	Qual Recycled Part	650.00	* 4.9 #r	
50	AUTO REF	REFINISH	Liftgate Outside			C 2.1	
51	AUTO REF	REFINISH	Add For Liftgate Inside			C 1.2	
52			Line Markup %25.00		162.50		
53	001445 BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75442-47010	25.74	0.1	
54	001446 BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75441-47021	27.38	0.1	
55	001447 BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75443-47020	25.74	0.1	
56	001449 BDY	REMOVE/REPLACE	Liftgate Garnish	76801-47040-C0	318.56	INC #	
57	AUTO BDY	REMOVE/INSTALL	Lwr Liftgate Trim Panel			INC	
58	002038 BDY	REPAIR	Rear Body Panel	Existing		5.0*#	
59	REF	REFINISH/REPAIR	Rear Body Panel			C 1.0*	
60			MODIFIED REFINISH WITH FULL CLEAR COAT				
61	001621 BDY	REMOVE/REPLACE	R Rear Combination Lamp	Remanufactured	163.00	INC	
62	001622 BDY	REMOVE/REPLACE	L Rear Combination Lamp	Remanufactured	163.00	INC	
63	AUTO BDY	OVERHAUL	Rear Bumper Cover Assy			0.6	
64	001634 BDY	REMOVE/REPLACE	Rear Bumper Cover	Remanufactured	202.00	INC	
65	AUTO REF	REFINISH	Rear Bumper Cover			C 2.4	

ESTIMATE RECALL NUMBER: 08/17/2012 14:32:55 525078-24287

Mitchell Data VersiorOEM: JUL_12_V

MAPP:JUL_12_V Copyright (C) 1994 - 2012 Mitchell International

Date: 08/17/12 02:32 PM
 Estimate ID: 525078-24287
 Estimate Version: 0
 Profile ID: * Mitchell

QTY	Part Description	Material	Unit	Rate	Amount	Notes
66	001651 BDY REMOVE/REPLACE	Rear Bumper Impact Absorber			62.84	0.2 #
67	AUTO BDY REMOVE/INSTALL	Rear Bumper Assy				INC
68	931118 BDY REMOVE/REPLACE	RIGHT FRONT TIRE	New		135.00	* 0.0*
69	936012 ADD'L COST	Hazardous Waste Disposal			3.00	*
70	AUTO REF ADD'L OPR	Clear Coat				5.6
71	933005 BDY ADD'L OPR	RESTORE CORROSION PROTECTION			10.00	* 0.5*
72	AUTO ADD'L COST	Paint/Materials			849.60	*
73	900500 FRM* REPAIR	Pull & Sq Body Structure	Existing			7.0*
74	900500 MCF* ADD'L LABOR OP	Four Wheel AAlignment	Sublet		79.95	* 0.0*
75	900500 BDY* ADD'L LABOR OP	Wheel Balance	Sublet		15.00	* 0.0*

- * - Judgment Item
- # - Labor Note Applies
- ** QRP CAPA - Quality Replacement Parts CAPA Certified
- ** QUAL REPL PART - Quality Replacement Parts
- C - Included in Clear Coat Calc
- r - CEG R&R Time Used For This Labor Operation

KEYSTONE AUTOMOTIVE
 35660 CLINTON ST.
 WAYNE
 MI 48184
 (734) 542-9264 (800) 594-9084

4	** TO2503159	137.00
7	** TO1241205C	205.00
61	** TO2819135R	163.00
62	** TO2818135R	163.00
64	** TO1100239R	202.00

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary			Amount
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals				
Body	83.4	42.00	10.00	15.00	3,527.80	Taxable Parts		5,984.20	
Refinish	35.4	42.00	0.00	0.00	1,486.80	Parts Adjustments		362.50	
Frame	7.0	55.00	0.00	0.00	385.00	Sales Tax @ 6.000%		380.80	
Mechanical	0.0	75.00	0.00	79.95	79.95				
Non-Taxable Labor					5,479.55	Total Replacement Parts Amount		6,727.50	
Labor Summary	125.8				5,479.55				
III. Additional Costs						IV. Adjustments			Amount
Taxable Costs					849.60	Customer Responsibility			0.00
Sales Tax @ 6.000%					50.98				
Non-Taxable Costs					3.00				
Total Additional Costs					903.58				
Paint Material Method: Rates									
Init Rate = 24.00 , Init Max Hours = 99.9, Addl Rate = 0.00									

Date: 08/17/12 02:32 PM
Estimate ID: 525078-24287
Estimate Version: 0
Profile ID: * Mitchell

I.	Total Labor:	5,479.55
II.	Total Replacement Parts:	6,727.50
III.	Total Additional Costs:	903.58
	Gross Total:	13,110.63
IV.	Total Adjustments:	0.00
	Net Total:	13,110.63

Point(s) of Impact

19 All Over (P), 15 Total Loss (S)

Inspection Site: DON'S BODY SHOP & TOWING
WHITMORE LAKE
MI
Inspection Date: 08/17/12

Body Shop: ***** TOTAL LOSS *****

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASHPARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTORVEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTOR, OR INSURER OF THESE PARTS.

REPAIRS AND OR PARTS REPLACEMENT LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURE'S SPECIFICATION AND RECOMMENDATIONS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON INSURANCE COMPANY'S GUIDELINES AND SPECIFICATIONS.

ALL COMPLETED APPRAISALS ARE SUBJECT TO INSURANCE COMPANY REVIEW AND APPROVAL PRIOR TO THE COMPANY ACCEPTING THE APPRAISAL AS A REPAIR AGREEMENT.

REPAIRS AND OR PARTS REPLACEMENT LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURE'S SPECIFICATION AND RECOMMENDATIONS.

*****NOTE TO VEHICLE OWNER AND/OR REPAIR FACILITY*****

THIS IS AN ESTIMATE ONLY AND NOT AN AUTHORIZATION FOR REPAIR, GUARANTEE OF PAYMENT, OR AN ADMISSION OF LIABILITY. THIS ESTIMATE IS AN OPINION OF THE APPRAISER AND BASED ON VISIBLE DAMAGES ONLY. HIDDEN DAMAGES MAY BE FOUND AFTER THE REPAIRS HAVE BEEN STARTED. BECAUSE OF THIS, THE ABOVE PRICES ARE NOT GUARANTEED. QUOTATION ON PARTS AND LABOR ARE CURRENT AND SUBJECT TO CHANGE.

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

Joyata Case #
121150880

Page 1

NOTICE OF NONRENEWAL

FORM: 59134 (06-99)

DATE OF NOTICE
09-24-2012

COMPANY OWNERS INSURANCE COMPANY
6101 ANACAPRI BLVD
LANSING, MI 48917-3968

RECEIVED
NOV 19 2012
LEGAL DEPARTMENT

POLICY NUMBER
[REDACTED]

AGENCY GIFFORD-HEIDEN INSURANCE INC
12-0194-00 PO BOX 428
U-068 VENICE, FL 34284-0428

COMPANY USE
20-06-FL

DESCRIPTION OF POLICY
PERSONAL AUTO

INSURED [REDACTED]
SOUTH LYON, MI [REDACTED]

EFFECTIVE DATE
DECEMBER 17, 2012

You are hereby notified in accordance with the terms and conditions of the above referenced policy, that the insurance provided by such policy will cease at 12:01 A.M. on the effective date shown above.

REASON FOR NONRENEWAL:	CLAIMS ACTIVITY	AMOUNT	NAME/DRIVER
DATE	DESCRIPTION		
04-23-12	At Fault Accident	\$759.00	[REDACTED]
08-15-12	At Fault Accident	\$12114.00	[REDACTED]

Replacement Insurance The first step in replacing your insurance is to contact your insurance agent. If your agent is unable to secure needed insurance for you through regular sources, he or she will be glad to assist you in completing an application through the Florida Joint Underwriting Association. The Joint Underwriting Association is an arrangement whereby all companies writing automobile insurance in Florida agree to accept insurance for motorists who have problems securing coverage. Premium charges applied by the Joint Underwriting Association are higher than regular premiums depending on your accident and traffic violation record. This information is given pursuant to Florida Insurance Code - Section 627.728.

If your policy has been nonrenewed based solely upon an at-fault accident involving your automobile, you are entitled to the renewal of your policy if it can be demonstrated that the operator involved in the accident was:

1. Lawfully parked at the time of the accident.
2. Reimbursed by, or on behalf of, a person responsible for the accident or has a judgement against such person.
3. Struck in the rear by another vehicle headed in the same direction and was not convicted of a moving traffic violation in connection with the accident.
4. Hit by a "hit and run" driver and reported the accident to the proper authorities within 24 hours after discovering the accident.
5. Not convicted of a moving traffic violation in connection with the accident, but the operator of the other automobile involved in such accident was convicted of a moving traffic violation.
6. Finally found not liable by a court of competent jurisdiction.
7. In receipt of a traffic citation which was dismissed or nolle prossed.
8. Not at fault, as evidenced by a written statement from you establishing facts demonstrating lack of fault, which are not rebutted by information from which we in good faith determine that you were substantially at fault.



Mail Linn Satisfaction to: Dept of Highway Safety and Motor Vehicles, Nell Kirkman Building, Tallahassee, FL 32300-0500

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Reg. No.	Title Number
4T1FA38P85L [REDACTED]	2005	TOYT	CV	3483		[REDACTED]



Registered Owner:

Date of Issue 01/19/2012

Lien Release

Interest in the described vehicle is hereby released

By

Title

Date

IMPORTANT INFORMATION

1. When ownership of the vehicle described herein is transferred, the seller MUST complete in full the Transfer of Title by Seller section at the bottom of the certificate of title.
2. Upon sale of this vehicle, the seller must complete the notice of sale on the reverse side of this form.
3. Remove your license plate from the vehicle.
4. See the web address below for more information and the appropriate forms required for the purchaser to title and register the vehicle, mobile home or vessel: <http://www.hsmv.state.fl.us/html/titlinf.html>

Mail To:

VENICE FL [REDACTED]



CERTIFICATE OF TITLE

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Reg. No.	Title Number
4T1FA38P85L [REDACTED]	2005	TOYT	CV	3483		[REDACTED]
Year	Make	Body	WT-L-BHP	Vessel Reg. No.	Title Number	Date of Issue
FL	WHT				PRIVATE	01/30/2009
Odometer Status of Vehicle	Manufacturer or OI Use	Full Material	Prop	Date of Issue	Date	
108842 MILES	01/18/2012 ACTUAL			01/19/2012		

Registered Owner

VENICE FL [REDACTED]

1st Lienholder

NONE

DIVISION OF MOTORIST SERVICES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Sandra P. Lambert
Sandra P. Lambert
Director

Control Number [REDACTED]

Julie L. Jones
Julie L. Jones
Executive Director

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

Florida law requires that the seller give the buyer a bill of sale, purchase price and date and in connection with the transfer of ownership. This title is warranted to be free from any liens except as noted on the face of the certificate and the motor vehicle or vessel described is hereby transferred to:

Seller Must Enter Purchaser's Name

Seller Must Enter Billing Price

We state that this is an which purchaser now reads (the tenth) date read

ACTUAL MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS NOT THE ACTUAL MILEAGE

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

SELLER Must Sign Here:

Print Name:

Print Address:

Print City/State/Zip:

BUYER Must Sign Here:

Print Name:

Print Address:

Print City/State/Zip:

DATE OF SALE

SELLER'S SIGNATURE

BUYER'S SIGNATURE

DATE OF SALE

SELLER'S SIGNATURE

BUYER'S SIGNATURE

DATE OF SALE

SELLER'S SIGNATURE

BUYER'S SIGNATURE

STATE OF FLORIDA

LIEN SATISFACTION

VOID IF ALTERED

VOID IF ALTERED

Joyata Case #
121150880

CLAIM PAYMENT

351995148

NORTHVILLE CLAIM BRANCH
PO BOX 537903
LIVONIA MI 48153-7903



CLAIM NUMBER	PAID DATE	AMOUNT PAID
[REDACTED]	08/21/2012	\$***11,103.50
LOSS DATE	STATUS	POLICY NUMBER
08/15/2012	CLOSE COVERAGE	[REDACTED]
COVERAGE		
005 - RCOL - COLLISION		
INSURED		
[REDACTED]		

GIFFORD-HEIDEN INSURANCE INC
PO BOX 428
VENICE FL 34284-0428

[REDACTED]
SOUTH LYON, MI [REDACTED]

TAX: \$655.50 TITLE: \$23.00 ACV: \$10,925.00
LM

DETACH HERE AND KEEP FOR YOUR RECORDS

THIS DOCUMENT HAS A COLORED BACKGROUND, VOID PANTOGRAPH, AND MICROPRINTING IN THE BORDER

OWNERS INSURANCE CO. - CLAIM PAYMENT CHECK

Auto-Owners Insurance

Life Home Car Business
The No Problem People

BANK OF AMERICA, NA
CHICAGO IL 60610

70-2326
719 IL

08/21/2012

ELEVEN THOUSAND ONE HUNDRED THREE AND 50/100 DOLLARS

PAY TO THE
ORDER OF [REDACTED]

INSURED: PATEL LABURN	
CLAIM NUMBER	LOSS DATE
[REDACTED]	08/15/2012
POLICY NUMBER	AGENCY
[REDACTED]	12-0194-00
\$***11,103.50	

IN PAYMENT OF:
TOTAL LOSS 05 TOYOTA PRIUS VIN 75723

Jeffrey J. Howard
SIGNATURE HAS A COLORED BACKGROUND, VOID PANTOGRAPH, AND MICROPRINTING

[REDACTED]

*Joyata Case #
121150880*

Date: 08/17/12 02:32 PM
Estimate ID: 525078-24287
Estimate Version: 0
Profile ID: * Mitchell

Paul

HALLER APPRAISAL SERVICE

P.O. BOX 182, FARMINGTON, MI 48336-0182
(248) 477-3400
Fax: (248) 473-9830
Email: rob.gruenewald@hallerappraisal.com
Tax ID: 38-2318557

Damage Assessed By: ROB GRUENEWALD-X18

Appraised for: AUTO OWNERS-NORTHVILLE
(248) 380-0320

Condition Code: Good
Date of Loss: 08/15/12
Contact Date: 08/17/12
Deductible: UNKNOWN

Type of Loss: Collision

File Number: [REDACTED]
Policy No: [REDACTED]

Claim Number: [REDACTED]

Insured:
Owner: [REDACTED]
Address: [REDACTED] SOUTH LYON, MI [REDACTED]
Telephone: [REDACTED]
Cell Phone: [REDACTED]

Mitchell Service: 910178

Description: 2005 Toyota Prius
Body Style: 4D Sed
VIN: JTDKB20U75[REDACTED]
Mileage: 82,500
OEM/ALT: A

Drive Train: 1.5L Inj 4 Cyl A FWD

Search Code: B647762

IN THE EVENT OF A SUPPLEMENT, DO NOT CALL THE APPRAISER FOR A REINSPECTION. ALL REINSPECTION REQUESTS MUST BE CALLED INTO OUR HOME OFFICE AT 248-477-3400 EXT 0. SUPPLEMENT REQUESTS ALL REQUIRE PRIOR APPROVAL.

ALL DEDUCTIBLE AMOUNTS WILL BE DETERMINED BY THE INSURANCE CARRIER AND THEY SHOULD BE CONTACTED FOR THIS INFORMATION. THE DEDUCTIBLE AMOUNT SHOWN ON THIS ESTIMATE IS NOT A FINAL DETERMINATION.

Color: SILVER
Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING REAR WINDOW DEFOGGER, CRUISE CONTROL, TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS. TRACTION CONTROL, ALUM/ALLOY WHEELS, FRONT AIR DAM, TINTED GLASS AUTO AIR CONDITION, TRIP COMPUTER, ANTI-THEFT SYSTEM, AM/FM STEREO CD FRONT BUCKET SEATS, INTERIOR AIR FILTER, KEYLESS ENTRY SYSTEM POWER HEATED EXTERIOR MIRRORS, REAR SPOILER, REAR WINDOW WIPER STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	001683	BDY	OVERHAUL	Frnt Bumper Cover Assy			1.7
2	000026	BDY	REPAIR	Frnt Bumper Cover	Existing		2.0*
3	AUTO	REF	REFINISH	Frnt Bumper Cover			C 2.6
4	000095	BDY	REMOVE/REPLACE	R Front Combination Lamp Assembly	** QUAL REPL PART	137.00	INC #
5	AUTO	BDY	REMOVE/INSTALL	Frnt Bumper Cover			INC

ESTIMATE RECALL NUMBER: 08/17/2012 14:32:55 525078-24287

Mitchell Data Version: OEM: JUL_12_V

MAPP: JUL_12_V Copyright (C) 1994 - 2012 Mitchell International

Software Version: 7.0.443

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Jayata Clark # 121150880

Date: 08/17/12 02:32 PM
Estimate ID: [REDACTED]
Estimate Version: [REDACTED]
Profile ID: * Mitchell

6	AUTO	BDY	CHECK/ADJUST	Headlamps				0.4
7	000221	BDY	REMOVE/REPLACE	R Fender Panel	** QRP CAPA	205.00	2.0	#
8	AUTO	REF	REFINISH	R Fender Outside				C 2.2
9	AUTO	REF	REFINISH	R Add To Edge Fender				C 0.5
10	000752	BDY	REMOVE/REPLACE	R Roof Rail	61213-47021	136.62	5.5	
11	AUTO	REF	REFINISH	R Roof Rail				C 1.2
12	000753	BDY	REPAIR	L Roof Rail	Existing		5.0*	
13	AUTO	REF	REFINISH	L Roof Rail				C 1.2
14	000942	BDY	REMOVE/REPLACE	R Frt Door Shell	Qual Recycled Part	400.00	4.5	#
15	AUTO	REF	REFINISH	R Frt Door Outside				C 1.8
16	AUTO	REF	REFINISH	R Frt Add For Jambs & Interior				C 1.0
17				Line Markup %25.00		100.00		
18	000954	BDY	REMOVE/REPLACE	R Frt Upr Door Blackout Tape	75921-47011	45.66	0.2	
19	000965	BDY	REMOVE/REPLACE	R Frt Lwr Door Blackout Tape	75985-47011	36.52	0.2	
20	000967	BDY	REMOVE/REPLACE	R Frt Door Front Blackout Tape	75975-47011	22.96	0.2	
21	000973	BDY	REMOVE/REPLACE	R Frt Door Rear View Mirror	87910-47101	237.64	INC	#
22	AUTO	BDY	REMOVE/INSTALL	R Frt Door Trim Panel				INC
23	001135	BDY	REMOVE/REPLACE	R Rear Door Shell	Qual Recycled Part	400.00	4.0	
24	AUTO	REF	REFINISH	R Rear Door Outside				C 1.8
25	AUTO	REF	REFINISH	R Rear Add For Jambs & Interior				C 1.0
26				Line Markup %25.00		100.00		
27	001155	BDY	REMOVE/REPLACE	R Rear Upr Door Blackout Tape	75923-47011	45.66	0.2	
28	001157	BDY	REMOVE/REPLACE	R Rear Lwr Door Blackout Tape	75987-47011	27.50	0.2	
29	001159	BDY	REMOVE/REPLACE	R Rear Door Rear Blackout Tape	75979-47011	18.36	0.2	
30	001274	BDY	REMOVE/REPLACE	Roof Panel	63111-47020	580.11	INC	#
31	AUTO	REF	REFINISH	Roof Panel Outside				C 2.6
32	001278	BDY	REMOVE/REPLACE	Upr Roof Back Window Frame Assy	63105-47010	152.51	1.5	
33	AUTO	BDY	REMOVE/REPLACE	Roof/Both Qtr Panels				41.1
34	001326	BDY	REMOVE/REPLACE	R Quarter Outer Panel	61601-47060	634.09	INC	#
35	AUTO	REF	REFINISH	R Quarter Panel Outside				C 1.6
36	AUTO	REF	REFINISH	R Quarter Panel Edge				C 0.5
37	AUTO	REF	REFINISH	R Add For Pillar				C 0.5
38	001327	BDY	REMOVE/REPLACE	L Quarter Outer Panel	61602-47060	634.09	INC	#
39	AUTO	REF	REFINISH	L Quarter Panel Outside				C 1.6
40	AUTO	REF	REFINISH	L Quarter Panel Edge				C 0.5
41	AUTO	REF	REFINISH	L Add For Pillar				C 0.5
42	001341	BDY	REMOVE/REPLACE	R Quarter Reinforcement Assy	61737-47901	152.19	1.5	#
43	AUTO	REF	REFINISH	R Quarter Panel Reinf				C 1.0
44	001342	BDY	REMOVE/REPLACE	L Quarter Reinforcement Assy	61738-47901	152.19	1.5	#
45	AUTO	REF	REFINISH	L Quarter Panel Reinf				C 1.0
46	001372	GLS	REMOVE/REPLACE	R Qtr Glass Stationary	62710-47011	78.42	INC	#
47	001373	GLS	REMOVE/REPLACE	L Qtr Glass Stationary	62720-47011	78.42	INC	#
48	002076	BDY	REMOVE/REPLACE	Qtr Glass Adhesive	N.A.	36.00	*	
49	001376	BDY	REMOVE/REPLACE	Liftgate Shell (Alum)	Qual Recycled Part	650.00	* 4.9	#
50	AUTO	REF	REFINISH	Liftgate Outside				C 2.1
51	AUTO	REF	REFINISH	Add For Liftgate Inside				C 1.2
52				Line Markup %25.00		162.50		
53	001445	BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75442-47010	25.74	0.1	
54	001446	BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75441-47021	27.38	0.1	
55	001447	BDY	REMOVE/REPLACE	Liftgate Adhesive Nameplate	75443-47020	25.74	0.1	
56	001449	BDY	REMOVE/REPLACE	Liftgate Garnish	76801-47040-C0	318.56	INC	#
57	AUTO	BDY	REMOVE/INSTALL	Lwr Liftgate Trim Panel				INC
58	002038	BDY	REPAIR	Rear Body Panel	Existing		5.0*	#
59		REF	REFINISH/REPAIR	Rear Body Panel				C 1.0*
60				MODIFIED REFINISH WITH FULL CLEAR COAT				
61	001621	BDY	REMOVE/REPLACE	R Rear Combination Lamp	Remanufactured	163.00	INC	
62	001622	BDY	REMOVE/REPLACE	L Rear Combination Lamp	Remanufactured	163.00	INC	
63	AUTO	BDY	OVERHAUL	Rear Bumper Cover Assy				0.6
64	001634	BDY	REMOVE/REPLACE	Rear Bumper Cover	Remanufactured	202.00	INC	
65	AUTO	REF	REFINISH	Rear Bumper Cover				C 2.4

ESTIMATE RECALL NUMBER: 08/17/2012 14:32:55 525078-24287

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Jayata Chaim # 1211150880

Date: 08/17/12 02:32 PM
Estimate ID: [REDACTED]
Estimate Version: [REDACTED]
Profile ID: * Mitchell

66	001651	BDY	REMOVE/REPLACE	Rear Bumper Impact Absorber	52615-47020	62.84	0.2	#
67	AUTO	BDY	REMOVE/INSTALL	Rear Bumper Assy				INC
68	931118	BDY	REMOVE/REPLACE	RIGHT FRONT TYRE	New	135.00	* 0.0*	
69	936012		ADD'L COST	Hazardous Waste Disposal		3.00	*	
70	AUTO	REF	ADD'L OPR	Clear Coat				5.6
71	933005	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION		10.00	* 0.5*	
72	AUTO		ADD'L COST	Paint/Materials		849.60	*	
73	900500	FRM*	REPAIR	Pull & Sq Body Structure	Existing			7.0*
74	900500	MCH*	ADD'L LABOR OP	Four Wheel ALIGNment	Sublet	79.95	* 0.0*	
75	900500	BDY*	ADD'L LABOR OP	Wheel Balance	Sublet	15.00	* 0.0*	

- * - Judgment Item
- # - Labor Note Applies
- ** QRP CAPA - Quality Replacement Parts CAPA Certified
- ** QUAL REPL PART - Quality Replacement Parts
- C - Included in Clear Coat Calc
- r - CEG R&R Time Used For This Labor Operation

KEYSTONE AUTOMOTIVE
 35660 CLINTON ST.
 WAYNE
 MI 48184
 (734) 542-9264 (800) 594-9084

4	** TO2503159	137.00
7	** TO1241205C	205.00
61	** TO2819135R	163.00
62	** TO2818135R	163.00
64	** TO1100239R	202.00

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	83.4	42.00	10.00	15.00	3,527.80	Taxable Parts	5,984.20
Refinish	38.4	42.00	0.00	0.00	1,486.80	Parts Adjustments	362.50
Frame	7.0	55.00	0.00	0.00	385.00	Sales Tax @ 6.000%	380.80
Mechanical	0.0	75.00	0.00	79.95	79.95	Total Replacement Parts Amount	6,727.50
Non-Taxable Labor					5,479.55		
Labor Summary	125.8				5,479.55		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					849.60	Customer Responsibility	0.00
Sales Tax @ 6.000%					50.98		
Non-Taxable Costs					3.00		
Total Additional Costs					903.58		
Paint Material Method: Rates Init Rate = 24.00 , Init Max Hours = 99.9, Addl Rate = 0.00							

Date: 08/17/12 02:32 PM
Estimate ID: [REDACTED]
Estimate Version: 0
Profile ID: * Mitchell

I.	Total Labor:	5,479.55
II.	Total Replacement Parts:	6,727.50
III.	Total Additional Costs:	903.58
	Gross Total:	13,110.63
IV.	Total Adjustments:	0.00
	Net Total:	13,110.63

Point(s) of Impact

19 All Over (P), 15 Total Loss (S)

Inspection Site: DON'S BODY SHOP & TOWING
WHITMORE LAKE
MI
Inspection Date: 08/17/12

Body Shop: ***** TOTAL LOSS *****

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASHPARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTORVEHICLE. WARRANTIES THAT APPLY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTOR, OR INSURER OF THESE PARTS.

REPAIRS AND OR PARTS REPLACEMENT LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURE'S SPECIFICATION AND RECOMMENDATIONS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON INSURANCE COMPANY'S GUIDELINES AND SPECIFICATIONS.

ALL COMPLETED APPRAISALS ARE SUBJECT TO INSURANCE COMPANY REVIEW AND APPROVAL PRIOR TO THE COMPANY ACCEPTING THE APPRAISAL AS A REPAIR AGREEMENT.

REPAIRS AND OR PARTS REPLACEMENT LISTED HEREON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURE'S SPECIFICATION AND RECOMMENDATIONS.
*****NOTE TO VEHICLE OWNER AND/OR REPAIR FACILITY*****
THIS IS AN ESTIMATE ONLY AND NOT AN AUTHORIZATION FOR REPAIR, GUARANTEE OF PAYMENT, OR AN ADMISSION OF LIABILITY. THIS ESTIMATE IS AN OPINION OF THE APPRAISER AND BASED ON VISIBLE DAMAGES ONLY. HIDDEN DAMAGES MAY BE FOUND AFTER THE REPAIRS HAVE BEEN STARTED. BECAUSE OF THIS, THE ABOVE PRICES ARE NOT GUARANTEED. QUOTATION ON PARTS AND LABOR ARE CURRENT AND SUBJECT TO CHANGE.

ESTIMATE RECALL NUMBER: 08/17/2012 14:32:55 S25078-24287

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Joyata Case #
121150880

October 5, 2012

[Redacted]

Michigan address

[Redacted]

Venice, FL [Redacted]

South Lyon, Mi [Redacted]

Police [Redacted]

To Shaun Dodson-Shows

Auto Owners Insurance

Lakeland, FL 33815

Dear Ms. Dodson-Shows,

I received a personal auto non-renewal notice recently and I would like to request a reconsideration of your decision.

I am almost 79 years old and have never had an accident in my life, until recently. The first accident was because someone parked right behind my driveway and it was a very minor accident. The second accident was not my fault. The officer investigating the accident said I simply hit a chatter area on a dirt road and my car went out of control almost like hydroplaning. I did over correct the steering and it ended in the car falling on its side because of a hill. It resulted in totaling my Car. No other cars where involved and I was only going 35 miles per hour on a 50 MPH road.

I have been with Auto Owner since at least 1992. That is as far back as my agents records show. I know it was before that and I have always enjoyed my relationship with Auto Owners.

I would so appreciate your reconsideration. I am a safe driver but just had some bad luck. I can be reached on my cell at [Redacted] should you need any other information.

I just recently purchase a second car that I leave in FL. I usually spend ½ a year in Florida and the other half in Michigan. That really means that one car is sitting unused for 6 month in both locations. I simply cannot make that drive back and forth to Florida every year. Your liability is lessened considerably. I would certainly appreciate your reconsidering keeping me as a client.

Sincerely,

STATE OF MICHIGAN APPLICANT STATEMENT FOR MICHIGAN TITLE & REGISTRATION DEPARTMENT OF STATE

STATEMENT OF VEHICLE SALE

DEAL #: 40123

CONTROL #: 207-6463

Buyers Claim # 1211150880
Purchase Date 08/21/2012
Invoice/Stock No. 26454

Jon Bazwell
David

Delivery Date 08/21/2012
Invoice/Stock No.

Dealer R.C. MONROE, LLC d.b.a. ELITE MOTOR MALL
Address 14975 S. Monroe St.
City MONROE

PLATE #:

County MONROE State MICHIGAN Zip Code 48161

Dealer License Sales Tax License Phone Number (734) 242-3900

Vehicle Sold New Used Demo Trade-In Yes No

Trade-In Year Make Vehicle No.

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES

Plates transferred from: Year Make

Vehicle No. Plate No. Temp. Expiration Date

VEHICLE USE AND HISTORY DISCLOSURE:

- POLICE VEHICLE VEHICLE HAS BEEN FLOOD-DAMAGED
GOVERNMENT VEHICLE SALVAGE TITLE HAS BEEN PREVIOUSLY ISSUED
TAXI

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

1 2 7

NO. TENTHS

- actual mileage not actual mileage exceeds mechanical limits of odometer

I have selected and agree to pay the OPTIONAL \$24 EVR electronic filing fee

Customer Initials

Factory Installed Accessories Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser:

REMARKS: Unless a separate written document showing the terms of any order warranty or service contract is furnished by the dealer to the purchaser, any warranties on this product are those made by the manufacturer. The dealer R.C. MONROE, LLC d.b.a. ELITE MOTOR MALL, hereby certifies that it has no other address for mail, including any mail, except for the address of the dealer for a particular purpose, and R.C. MONROE, LLC d.b.a. ELITE MOTOR MALL, hereby assumes full liability for any other person to whom it may liability in connection with the sale of this vehicle.

Temporary Registration No. MOUSE SALESMAN Temporary Fee Charged Yes No

Salesperson

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

AGENT

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or denied as a repeat offender and I am eligible to purchase or register the vehicle. I further certify that if a tax exemption is shown above it is valid.

08/21/2012 X

08/21/2012 X

08/21/2012 X

08/21/2012 X

PURCHASER'S SIGNATURE IF VEHICLE TITLE IS NOT RECEIVED WITHIN 60 DAYS, CONTACT A SECRETARY OF STATE OFFICE OR CALL (517) 322-1460

Table with columns: Year, Make, Body Style, Code, County, Fee Category/Weight, License Fee, Title, Title Late Fee, Complete Names and Addresses of All Owners or Lessors, Tax, Reg. Transfer Fee, Total - Transfer to #4, Full Rights to Survivor.

Insurance Company OWNERS INSURANCE Policy or Binder Filing Date 08/21/2012

Table with columns: Item, Amount. Includes: 1. PURCHASE PRICE OF VEHICLE (23764.64), 2. OTHER TAXABLE CHARGES (190.00), 2.A. OPTIONAL \$24 ELECTRONIC FILING FEE (N/A), 3. TOTAL TAXABLE PRICE (23954.64), 4. (Above total) SALES TAX - LICENSE - TITLE (1699.82), 6. TOTAL DELIVERED PRICE (25654.46), 7. CASH ON DEPOSIT (500.00), 8. CASH DUE ON DELIVERY (12554.36), 10. LESS LIEN (N/A), 11. TOTAL DOWN PAYMENT (13054.36), 12. UNPAID BALANCE TO BE FINANCED (12600.10), 13. INSURANCE SURCHARGE (N/A), 14. TOTAL AMOUNT OF FINANCE CONTRACT (12600.10).

TYPE OF INSURANCE WARNING: This insurance is not PL/PD. No-Fault insurance required by Michigan Law. CREDIT LIFE HEALTH & ACCIDENT GAP INSURANCE

Toyota Claim # 1211150880

[REDACTED]
Venice, FL [REDACTED]
November 18, 2012

Ms. Shaun Dodson-Shows
Auto Owners
2710 W. Memorial Blvd.
Lakeland, FL 33815

RE: Policy Number: [REDACTED]
Auto Owners Claim Number: [REDACTED]

Dear Ms. Dodson-Shows:

This is written to inform you of issues about which I have previously written.

On August 15, 2012, I had an unexplainable one car accident in which I was suddenly unable to control my 2005 Toyota Prius, which went off the road and sustained total damage to my car that I then had to replace.

On November 14 I was made aware, through media, that Toyota was recalling a large number of cars that included my Prius for steering system faults that could cause loss of control. The following day (11/15/2012), I contacted the National Highway Traffic Safety Administration and filed a claim. They gave me the number to contact Toyota to file a claim. Toyota opened a case which I understand will take 30 days to investigate. Toyota opened its investigation of my accident on November 15, 2012.

In the meantime Auto Owners informed me that my insurance would not be renewed as of December 17, 2012. This letter is written to give you specific information to validate my efforts to resolve this issue and not be penalized by non-renewal for an accident that is likely due to Toyota product liability.

1. NHTSA (phone: 1-888-327-42360. Claim Number 10484757
2. Toyota Motor Sales USA (1-800-331-4331). Case Number 1211150880
I will have the name of the case worker next week when Toyota receives the requested information that will be overnighted on Monday, November 19, 2012.
3. State of Michigan Crash Report Number 12734212.

My goal is to have Toyota make Auto Owners whole by reimbursing them for the cost incurred under the accident claim on my policy, and by so doing allow me to renew my insurance that I have had continuously for more than 20 years. I am told that Toyota will send me a letter within 30 days regarding product liability. I will be happy to pay an interim per diem to extend my coverage for however many days is necessary to receive the determination from Toyota about their product liability.

For your information, I am currently in Michigan until November 30th and will return to my home in Venice, Florida on December 1st. You can reach me by cell phone anytime [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]
South Lyon, MI [REDACTED]

Jagade Claim # 121150880



Michigan.gov Home

AG Home | Site Map

Thank you for your Complaint / Inquiry

Your complaint has been successfully submitted. Please print and/or save this confirmation for your records.

The Attorney General's Consumer Protection Division has received and will be reviewing your correspondence. Please retain this confirmation as it includes the Attorney General number assigned to your correspondence. If your correspondence involves a consumer complaint, the Attorney General's office will likely contact the company on your behalf and provide you with a copy of the response we receive. If your correspondence involves a question or a request for information, we will respond to your inquiry as soon as possible.

The Attorney General's office helps thousands of consumers each year. We want to help you resolve your complaint to your satisfaction. Because of the enormous volume of complaints we receive, however, the Attorney General's office cannot file lawsuits on behalf of individual consumers. Rather, the Attorney General will sue a company only when the general public interest is involved or in certain cases involving a large number of consumers. Accordingly, if you feel that a lawsuit may be necessary in your case, you may wish to file a complaint in Small Claims Court or hire your own attorney.

If your correspondence is just to give us information and you indicated that you do not need us to respond, thank you. The material you provided will remain part of our public database. You will not hear from us again unless we have questions.

If you need to supply additional information and/or documents, please include in the subject line the following **Complaint Identification Number: 2012-cp11191056713-A**

- Email: cp_ocs@michigan.gov
- Fax: (517) 241-3771
- Mail: P.O. Box 30213, Lansing, MI 48909

Sincerely yours,
Consumer Protection Division
(877) 765-8386
(517) 373-1140

Web Complaint Number: 2012-cp11191056713-A

Submitted: 11/19/2012 10:55:42 AM

Consumer Information

Your Last Name: [REDACTED]
 Your Street Address: [REDACTED]
 Your State: MI
 Your County: Oakland
 Your Home Phone: [REDACTED]
 Fax Number: [REDACTED]

First Name: [REDACTED] M.I.: L
 City: South Lyon
 Zip Code: [REDACTED]
 Your Work Phone: [REDACTED] Ext.:
 E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainees Last Name:
 Company Name: Toyota Motor Sales Usa
 Street Address: 19001 S. Western Ave, Dept Hq11 Claims
 State: CA
 County:
 Fax Number: 3103818690
 Web Site Address:
 Special Jurisdiction: (none)

Complainees First Name:

City: Torrance
 Zip Code: 90509
 Phone: 8003314331
 E-mail Address:
 Product Offered: Automobiles

Claim # 12115088r

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name: _____ Complainee First Name: _____

Company Name: _____

Street Address: _____ City: _____

State: MI _____ Zip Code: _____

County: _____ Phone: _____

Fax Number: _____ E-mail Address: _____

Web Site Address: _____

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Automotive Regulation: 1-800-292-4204

Vehicle Make, Model, and Year: _____
Vehicle VIN No.: _____

Complaint Information

Incident Date: 08/15/2012

Incident Time: 4:15:00 PM

Incident Location: 6 Mile Rd. near Pontiac Tr., South Lyon, MI 48178

Approximate Monetary Value: \$25,000

Did you sign a contract? Yes No

Where did you sign this contract? _____

Is a court action pending? Yes No

Do you have an attorney representing you on this matter? Yes No

Are you willing to testify in court regarding this complaint? Yes No

Did you complain directly to the business? Yes No If so, who? _____

What was the response from the business? to early to tell

If no complaint was given to the business directly, why? _____

Was this complaint filed with any other agencies? Yes No If so, who? NHTSA

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. You have approximately 8-10 typed pages and you may paste text from word processing documents.

On August 15, 2012 I had an unexplained accident which resulted in my Toyota Prius 2005 being totaled. The car just suddenly went out of control first going to the left and then skidding to the right, hitting a tree in the rear and falling over on the passenger side. My grand daughter Hannah Kindree was in the passenger seat and I was driving. We both had multiple bruising and I broke my left thumb. We are OK now. I was not ticketed by the State Police investigating the accident. On November 14, Toyota announced that they were recalling 670,000 Prius cars for steering problems. I went to the web site and put my vin # in and sure enough my auto would be recalled for steering problems. It now made sense, as I knew I had done nothing to cause this accident. I have filed a claim with Toyota and also NHTSA and now you, as I am concerned that since it has been so long since the accident, it will be hard to prove. I am trying to find out where my vehicle is at this time. Auto Owners is my insurance company and they have refused to renew my insurance effective December 17, 2012. This action puts me into a risk category which increases my insurance costs from \$1200 per year to over \$5000 a year. Is there anything you could do to help?

- Check if this referral is just to give us information and you do not need us to respond to you directly.
- Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.
- Check if you want to sign up for the Consumer Protection Listserv.
- Check if you want to sign up for the AG Press Release Listserv.
- Check if you want to sign up for the Attorney General Opinions Listserv.

NOTICE OF NONRENEWAL

FORM: 59134 (06-99)

COMPANY OWNERS INSURANCE COMPANY
6101 ANACAPRI BLVD
LANSING, MI 48917-3968

DATE OF NOTICE
09-24-2012

POLICY NUMBER

COMPANY USE
20-06-FL

DESCRIPTION OF POLICY
PERSONAL AUTO

EFFECTIVE DATE
DECEMBER 17, 2012

AGENCY GIFFORD-HEIDEN INSURANCE INC
12-0194-00 PO BOX 428
U-068 VENICE, FL 34284-0428

INSURED [REDACTED]
SOUTH LYON, MI [REDACTED]

You are hereby notified in accordance with the terms and conditions of the above referenced policy, that the insurance provided by such policy will cease at 12:01 A.M. on the effective date shown above.

REASON FOR NONRENEWAL:	CLAIMS ACTIVITY	AMOUNT	NAME/DRIVER
DATE	DESCRIPTION		
04-23-12	At Fault Accident	\$759.00	[REDACTED]
08-15-12	At Fault Accident	\$12114.00	[REDACTED]

Replacement Insurance The first step in replacing your insurance is to contact your insurance agent. If your agent is unable to secure needed insurance for you through regular sources, he or she will be glad to assist you in completing an application through the Florida Joint Underwriting Association. The Joint Underwriting Association is an arrangement whereby all companies writing automobile insurance in Florida agree to accept insurance for motorists who have problems securing coverage. Premium charges applied by the Joint Underwriting Association are higher than regular premiums depending on your accident and traffic violation record. This information is given pursuant to Florida Insurance Code - Section 627.728.

If your policy has been nonrenewed based solely upon an at-fault accident involving your automobile, you are entitled to the renewal of your policy if it can be demonstrated that the operator involved in the accident was:

1. Lawfully parked at the time of the accident.
2. Reimbursed by, or on behalf of, a person responsible for the accident or has a judgement against such person.
3. Struck in the rear by another vehicle headed in the same direction and was not convicted of a moving traffic violation in connection with the accident.
4. Hit by a "hit and run" driver and reported the accident to the proper authorities within 24 hours after discovering the accident.
5. Not convicted of a moving traffic violation in connection with the accident, but the operator of the other automobile involved in such accident was convicted of a moving traffic violation.
6. Finally found not liable by a court of competent jurisdiction.
7. In receipt of a traffic citation which was dismissed or nolle prossed.
8. Not at fault, as evidenced by a written statement from you establishing facts demonstrating lack of fault, which are not rebutted by information from which we in good faith determine that you were substantially at fault.



IDENTIFICATION NUMBER JTDKB20U753	YR 2005	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2830	VESSEL REGIS. NO.	TITLE NUMBER
--------------------------------------	------------	--------------	-------	------------	------------------	-------------------	--------------

REGISTERED OWNER _____ DATE OF ISSUE

_____ 07/27/2005

SOUTH LYON MI _____ LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

BY _____
TITLE DATE

MAIL TO: _____
SOUTH LYON MI _____

CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER JTDKB20U753	YR 2005	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2830	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE N	COLOR SIL	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE PVT	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL 26 MILES		MANUFACTURER OR OH USE 07/19/2005 ACTUAL		HULL MATERIAL	PROP	DATE OF ISSUE 07/27/2005	

REGISTERED OWNER _____

SOUTH LYON MI _____ LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

BY _____
TITLE DATE

1ST LIENHOLDER
NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE



FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Carl A. Ford
CARL A. FORD
DIRECTOR

Control Number _____

Fred O. Dickinson, III
FRED O. DICKINSON, III
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)
ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: _____ Address: _____

I/We state that this 5 or 6 digit odometer now reads (no tenths) Selling Price \$ _____ Date Sold: _____

CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE 1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits. 2. I hereby certify that the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser _____ Printed Name of Purchaser _____
Signature of Co-Purchaser _____ Printed Name of Co-Purchaser _____
Signature of Seller _____ Printed Name of Seller _____
Signature of Co-Seller _____ Printed Name of Co-Seller _____

(When Applicable) Selling Dealer's License Number: _____ Tax No. _____ Tax Collected: \$ _____

Auction Name _____ License Number: _____

LIEN SATISFACTION

STATE OF FLORIDA

VOID IF ALTERED

VOID IF ALTERED

CLAIM PAYMENT

351995148

NORTHVILLE CLAIM BRANCH
PO BOX 537903
LIVONIA MI 48153-7903



CLAIM NUMBER	PAID DATE	AMOUNT PAID
[REDACTED]	08/21/2012	\$\$\$11,103.50
LOSS DATE	STATUS	POLICY NUMBER
08/15/2012	CLOSE COVERAGE	[REDACTED]
COVERAGE		
005 - RCOL - COLLISION		
INSURED		
[REDACTED]		

GIFFORD-HEIDEN INSURANCE INC
PO BOX 428
VENICE FL 34284-0428

[REDACTED]
SOUTH LYON, MI [REDACTED]

TAX: \$655.50 TITLE: \$23.00 ACV: \$10,925.00
LM

DETACH HERE AND KEEP FOR YOUR RECORDS

THIS DOCUMENT HAS A COLORED BACKGROUND, VOID PANTOGRAPH, AND MICROPRINTING IN THE BORDER

OWNERS INSURANCE CO. - CLAIM PAYMENT CHECK

Auto-Owners Insurance

Life Home Car Business
The No Problem People

BANK OF AMERICA, NA
CHICAGO IL 60610

70-2328
719 IL

08/21/2012

ELEVEN THOUSAND ONE HUNDRED THREE AND 50/100 DOLLARS

PAY TO THE
ORDER OF [REDACTED]

INSURED:	[REDACTED]	
CLAIM NUMBER	LOSS DATE	
[REDACTED]	08/15/2012	
POLICY NUMBER	AGENCY	
[REDACTED]	12-0194-00	\$\$\$11,103.50

IN PAYMENT OF:
TOTAL LOSS 05 TOYOTA PRIUS VIN 75723

Jeffery J. Howard

SIGNATURE HAS A COLORED BACKGROUND - BORDER CONTAINS MICROPRINTING

11085 (06-10)

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

TOYOTA

Sandee Estrada
Direct Phone (310) 468-3100
Fax (310) 381-6000
March 20, 2013

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

[REDACTED]
Venice, FL [REDACTED]

RE: Date of Loss: August 15, 2012
 Vehicle: 2005 Toyota Prius
 VIN: JTDKB20U753 [REDACTED]

Dear Ms. [REDACTED]

This letter will serve to inform you that Toyota Motor Sales, USA, Inc. has completed the inspection of your vehicle.

It is our understanding that you reported that you experienced unintended acceleration as well as steering and brake failure, which resulted in damage to your vehicle and injuries to you and your granddaughter.

Your vehicle was inspected on February 13, 2013 at ACME Used Auto Parts by one of our field technicians in regards to your concerns. At the time of the inspection the vehicle was no longer in an unaltered condition. Several parts of the steering and brake system had been removed and sold. The technician was able to do a very limited inspection of the accelerator pedal. The accelerator pedal was found to operate smoothly with no sticking or binding and the connector was in good condition.

We are very sorry to hear of this unfortunate incident. However, our inspection found no indication of any type of manufacturing or design defect. Thank you for allowing us to address your concerns.

Very truly yours,



Sandee Estrada
Legal Claims Administrator
Toyota Motor Sales, USA, Inc.

H

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE

October 5, 2012

[REDACTED]

Michigan address

[REDACTED]

Venice, FL [REDACTED]

South Lyon, Mi [REDACTED]

Policy # [REDACTED]

To Shaun Dodson-Shows

Auto Owners Insurance

Lakeland, FL 33815

Dear Ms. Dodson-Shows,

I received a personal auto non-renewal notice recently and I would like to request a reconsideration of your decision.

I am almost 79 years old and have never had an accident in my life, until recently. The first accident was because someone parked right behind my driveway and it was a very minor accident. The second accident was not my fault. The officer investigating the accident said I simply hit a chatter area on a dirt road and my car went out of control almost like hydroplaning. I did over correct the steering and it ended in the car falling on its side because of a hill. It resulted in totaling my Car. No other cars were involved and I was only going 35 miles per hour on a 50 MPH road.

I have been with Auto Owner since at least 1992. That is as far back as my agents records show. I know it was before that and I have always enjoyed my relationship with Auto Owners.

I would so appreciate your reconsideration. I am a safe driver but just had some bad luck. I can be reached on my cell at [REDACTED] should you need any other information.

I just recently purchase a second car that I leave in FL. I usually spend ½ a year in Florida and the other half in Michigan. That really means that one car is sitting unused for 6 month in both locations. I simply cannot make that drive back and forth to Florida every year. Your liability is lessened considerably. I would certainly appreciate your reconsidering keeping me as a client.

Sincerely,

[REDACTED]
Venice, FL [REDACTED]
November 18, 2012

Ms. Shaun Dodson-Shows
Auto Owners
2710 W. Memorial Blvd.
Lakeland, FL 33815

RE: Policy Number: [REDACTED]
Auto Owners Claim Number: [REDACTED]

Dear Ms. Dodson-Shows:

This is written to inform you of issues about which I have previously written.

On August 15, 2012, I had an unexplainable one car accident in which I was suddenly unable to control my 2005 Toyota Prius, which went off the road and sustained total damage to my car that I then had to replace.

On November 14 I was made aware, through media, that Toyota was recalling a large number of cars that included my Prius for steering system faults that could cause loss of control. The following day (11/15/2012), I contacted the National Highway Traffic Safety Administration and filed a claim. They gave me the number to contact Toyota to file a claim. Toyota opened a case which I understand will take 30 days to investigate. Toyota opened its investigation of my accident on November 15, 2012.

In the meantime Auto Owners informed me that my insurance would not be renewed as of December 17, 2012. This letter is written to give you specific information to validate my efforts to resolve this issue and not be penalized by non-renewal for an accident that is likely due to Toyota product liability.

1. NHTSA (phone: 1-888-327-42360. Claim Number 10484757
2. Toyota Motor Sales USA (1-800-331-4331). Case Number 1211150880
I will have the name of the case worker next week when Toyota receives the requested information that will be overnighted on Monday, November 19, 2012.
3. State of Michigan Crash Report Number 12734212.

My goal is to have Toyota make Auto Owners whole by reimbursing them for the cost incurred under the accident claim on my policy, and by so doing allow me to renew my insurance that I have had continuously for more than 20 years. I am told that Toyota will send me a letter within 30 days regarding product liability. I will be happy to pay an interim per diem to extend my coverage for however many days is necessary to receive the determination from Toyota about their product liability.

For your information, I am currently in Michigan until November 30th and will return to my home in Venice, Florida on December 1st. You can reach me by cell phone anytime (248-207-6463).

Sincerely,

[REDACTED]

[REDACTED]

Jozeta claim # 131150880

STATEMENT OF VEHICLE SALE

DEAL #: 40123

CONTROL #: 207-6463

Purchase Date 08/21/2012 Invoice/Stock No. 26464

Tom Baywell

Delivery Date 08/21/2012 Invoice/Stock No.

David

Dealer R.C. MONROE, LLC d.b.a. ELITE MOTOR MALL

Address 14975 S. Monroe St. City MONROE

PLATE #:

County MONROE State MICHIGAN Zip Code 48161

Dealer License A 003255

Vehicle Sold New Used Demo Trade-In Yes No

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES Expires 15 days after delivery date

VEHICLE USE AND HISTORY DISCLOSURE: POLICE VEHICLE GOVERNMENT VEHICLE TAXI

ODOMETER MILEAGE The following section must be completed when odometer disclosure is required.

I have selected and agree to pay the OPTIONAL \$24 CVR electronic filing fee

Factory Installed Accessories Factory List Affixed to Vehicle

REMARKS: Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser...

Temporary Registration No. C3226537 Temporary Fee Charged

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

Dealers Signature AGENT Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration...

08/21/2012 08/21/2012 08/21/2012 08/21/2012

Expires on Month Day Year Months NEW PLATE RENEWAL TRANSFER Year 2012 Make TOYOTA Body Style Code 1 County 84 Vehicle No. JTDKN3DU5C License Fee 15.00 Driver License No./PID of All Owners or Lessees Title 15.00

Complete Names and Addresses of All Owners or Lessors VENICE FL Complete Names and Addresses of All Owners or Lessees

Insurance Company OWNERS INSURANCE Policy or Binder Filing Date 08/21/2012

1. PURCHASE PRICE OF VEHICLE 23764.64 2. OTHER TAXABLE CHARGES 190.00 2.A. OPTIONAL \$24 ELECTRONIC FILING FEE N/A 3. TOTAL TAXABLE PRICE 23954.64 4. (Above total) SALES TAX - LICENSE - TITLE 1699.82 5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.) N/A 6. TOTAL DELIVERED PRICE 25654.46 7. CASH ON DEPOSIT 500.00 8. CASH DUE ON DELIVERY 12554.36 9. TRADE-IN S N/A 10. LESS LIEN S N/A 11. TOTAL DOWN PAYMENT 13054.36 12. UNPAID BALANCE TO BE FINANCED 12600.10 13. INSURANCE SURCHARGE* N/A 14. TOTAL AMOUNT OF FINANCE CONTRACT 12600.10

*TYPE OF INSURANCE WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan Law. CREDIT LIFE HEALTH & ACCIDENT GAP INSURANCE

Joyana Chdin # 1211130880



Office of the
Attorney General
Bill Schuette, Attorney General



Michigan.gov
An Official State of Michigan Web Site

[Michigan.gov Home](#)

[AG Home](#) | [Site Map](#)

Thank you for your Complaint / Inquiry

Your complaint has been successfully submitted. Please print and/or save this confirmation for your records.

The Attorney General's Consumer Protection Division has received and will be reviewing your correspondence. Please retain this confirmation as it includes the Attorney General number assigned to your correspondence. If your correspondence involves a consumer complaint, the Attorney General's office will likely contact the company on your behalf and provide you with a copy of the response we receive. If your correspondence involves a question or a request for information, we will respond to your inquiry as soon as possible.

The Attorney General's office helps thousands of consumers each year. We want to help you resolve your complaint to your satisfaction. Because of the enormous volume of complaints we receive, however, the Attorney General's office cannot file lawsuits on behalf of individual consumers. Rather, the Attorney General will sue a company only when the general public interest is involved or in certain cases involving a large number of consumers. Accordingly, if you feel that a lawsuit may be necessary in your case, you may wish to file a complaint in Small Claims Court or hire your own attorney.

If your correspondence is just to give us information and you indicated that you do not need us to respond, thank you. The material you provided will remain part of our public database. You will not hear from us again unless we have questions.

If you need to supply additional information and/or documents, please include in the subject line the following **Complaint Identification Number: 2012-cp11191055713-A**

- Email: cp_ocs@michigan.gov
- Fax: (517) 241-3771
- Mail: P.O. Box 30213, Lansing, MI 48909

Sincerely yours,
Consumer Protection Division
(877) 765-8388
(517) 373-1140

Web Complaint Number: 2012-cp11191055713-A

Submitted: 11/19/2012 10:55:42 AM

Consumer Information

Your State: MI
 Your County: Oakland
 Your Home Phone: [REDACTED]
 Fax Number: [REDACTED]

First Name: [REDACTED] M.I.: L
 City: South Lyon
 Zip Code: [REDACTED]

Your Work Phone: [REDACTED] Ext.: [REDACTED]
 E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]

Company Name: Toyota Motor Sales Usa
 Street Address: 19001 S. Western Ave, Dept Hq11 Claims
 State: CA
 County: [REDACTED]
 Fax Number: 3103818690
 Web Site Address: [REDACTED]
 Special Jurisdiction: (none)

City: Torrence
 Zip Code: 90509
 Phone: 8003314331
 E-mail Address: [REDACTED]
 Product Offered: Automobiles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name: _____ Complainee First Name: _____

Company Name: _____

Street Address: _____ City: _____

State: MI _____ Zip Code: _____

County: _____ Phone: _____

Fax Number: _____ E-mail Address: _____

Web Site Address: _____

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's [Bureau of Automotive Regulation](#): 1-800-292-4204

Vehicle Make, Model, and Year: _____

Vehicle VIN No.: _____

Complaint Information

Incident Date: 08/15/2012

Incident Time: 4:15:00 PM

Incident Location: 6 Mile Rd. near Pontiac
Tr., South Lyon, Mi 48178

Approximate Monetary Value: \$25,000

Did you sign a contract? Yes No

Where did you sign this contract? _____

Is a court action pending? Yes No

Do you have an attorney representing you on this matter? Yes No

Are you willing to testify in court regarding this complaint? Yes No

Did you complain directly to the business? Yes No If so, who? _____

What was the response from the business? to early to tell

If no complaint was given to the business directly, why? _____

Was this complaint filed with any other agencies? Yes No If so, who? NHTSA

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. You have approximately 8-10 typed pages and you may paste text from word processing documents.

On August 15, 2012 I had an unexplained accident which resulted in my Toyota Pruis 2005 being totaled. The car just suddenly went out of control first going to the left and then skidding to the right, hitting a tree in the rear and falling over on the passenger side. My grand daughter Hannah Kindree was in the passenger seat and I was driving. We both had multiple bruising and I broke my left thumb. We are OK now. I was not ticketed by the State Police investigating the accident. On November 14, Toyota announced that they were recalling 670,000 Pruis cars for steering problems. I went to the web site and put my vin # in and sure enough my auto would be recalled for steering problems. It now made sense, as I knew I had done nothing to cause this accident. I have filed a claim with Toyota and also NHTSA and now you, as I am concerned that since it has been so long since the accident, it will be hard to prove. I am trying to find out where my vehicle is at this time. Auto Owners is my insurance company and they have refused to renew my insurance effective December 17, 2012. This action puts me into a risk category which increases my insurance costs from \$1200 per year to over \$5000 a year. Is there anything you could do to help?

Check if this referral is just to give us information and you do not need us to respond to you directly

Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

Check if you want to sign up for the Consumer Protection Listserv

Check if you want to sign up for the AG Press Release Listserv

Check if you want to sign up for the Attorney General Opinions Listserv.

I certify that the information on this form is true and accurate to the best of my knowledge.

I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

[Michigan.gov Home](#) | [AG Home](#) | [State Web Sites](#)

[Privacy Policy](#) | [Link Policy](#) | [Accessibility Policy](#) | [Security Policy](#) | [AG Privacy Policy](#) | [AG Web Disclaimer](#) | [Michigan News](#) | [Michigan.gov Survey](#)
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TRANSMISSION VERIFICATION REPORT

Proof of Fax photo

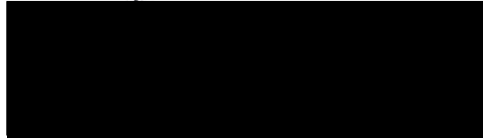
TIME : 11/19/2012 12:27
NAME : LAKELAND PRINTING
FAX : 2484376030
TEL : 2484372083
SER.# : 000G1N924885

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/19 12:17
13103818690
00:07:47
14
OK
STANDARD
ECM

Sent to Jagata by Fax

Claim #



08/20/2012

AUTO-OWNERS INSURANCE COMPANY
SOUTHERN MICHIGAN PIP CLAIM BRANCH
PO BOX 30512
LANSING MI 48909-9768



OWNERS INSURANCE COMPANY
(517) 323-1550

*Pol # 22525672
Agent in charge of
my car
Randy Just
248-380-0320 x 5541
Sold to Copart auction
734-365-0070*

[REDACTED]
SOUTH LYON MI [REDACTED]

Date of Accident: 08/15/2012
Claimant: [REDACTED]
Claim Number: [REDACTED]
Insured: [REDACTED]

We have received notice of the automobile accident in which you were involved. To enable us to determine if you are entitled to benefits under the provisions of the Automobile No-Fault Insurance law, please complete the enclosed application for benefits form and the authorizations for medical, wage, and salary information. Return the forms to us in the enclosed return envelope.

If you were injured, please ask your doctor to complete the enclosed attending physician's report and return it to us, using the return envelope provided.

A wage and salary verification form is enclosed. If you are claiming wage or salary benefits as a result of injuries sustained in the automobile accident, please have your employer complete the form and return it to us in the return envelope enclosed.

This communication and request for information is not to be construed as an admission of liability, nor an offer to settle any claim.

Very truly yours,
MATTHEW BULLING



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

INJURY PROPERTY

DAMAGE



1 of 3





3 of 3





2 of 3



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

Toyota Motor Sales, USA
Toyota Customer Experience
WC10
19001 South Western Ave
Torrance, CA 90509

June 17, 2013

RECEIVED

JUN 24 2013

CUSTOMER RELATIONS

Safety Recall Notice COT.

Please refer to case number 1303010657

I experienced the recall condition on my 2006 Toyota Prius in mid 2012. My Prius was repaired before the recall was issued at my expense.

When the recall condition occurs the steering wheel is disconnected from the rest of the steering system. The steering wheel is able to turn continually in any direction without stopping. The recall condition leads to damage of the clock-spring wiring in the steering column. It is nearly impossible to not damage this wiring when the recall condition occurs. In all normal driving (when the steering wheel is connected to the steering system) it is impossible to damage the clock-spring.

There is no doubt that the damage to the clock-spring is a result of the recall condition.

On 4/19/2013 I received a check from Toyota Motor sales for \$589.11. This does not adequately cover the costs associated with the recall condition. I called the customer experience center at (800)331-4331 but the representative of Toyota motor Sales could not assist in covering the costs of the recall condition.

Please take this opportunity to make good on you pledge that "Your Satisfaction is our number one priority" by covering the expenses I incurred due to this design defect.

Total Expenses: \$1237.46
Check Received: \$589.11
Remaining Amount: \$648.35

I am prepared to file a claim in the local small claims court if the remaining amount is not received by July 15, 2013.

Sincerely,

Avon OH

6/17/2013

A

AVON, OH



WCID

Toyota Motor Sales

Toyota Customer Experience

WC 10

19001 South Western Ave

Torrance CA 90509

90501119699



CLEVELAND OH 440

19 JUN 2013 PM 5 L



Liberty FOREVER

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER

CUSTOMER #: 147512

426646



INVOICE

BOULDER, CO

PAGE 1

Foothills Parkway & Pearl
P.O. Box 20980 • Boulder, Colorado 80308-3980 • (303) 443-3250
www.bouldertoyota.com

HOME:

Rock Solid Satisfaction - Rock Bottom Prices

BUS:

SERVICE ADVISOR: 609 JOSH STRONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
1C0 SIL	05	TOYOTA PRIUS	JTDKB20U157		68304/68304	T8427	
DEL DATE	PROB. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN05 DD			WAIT 27MAY11		0.00	CASH	28MAY11

R.O. OPENED READY OPTIONS: STK:6545 DLR:BTV

06:56 27MAY11 10:12 28MAY11

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

A CUST STATES CAR WONT STEER, CAR WAS TOWED IN.
 700 REPLACED BROKEN STERRING SHAFT AND BROKEN CABLE REEL
 212 CT
 1 04005-72147 SHAFT KIT, STEERING 108.14 108.14 108.14
 1 84306-0E010 CABLE SUB-ASSY, SPIR 330.98 330.98 330.98
 PARTS: 439.12 LABOR: 309.00 OTHER: 0.00 TOTAL LINE A: 748.12

B BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

15 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 212 CT
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** ALIGN FRONT SUSPENSION

10 ALIGN FRONT SUSPENSION
 125 CT
 PARTS: 0.00 LABOR: 65.00 OTHER: 0.00 TOTAL LINE C: 65.00

68304 ENTER SHART REPAIR ADJUSTED FRONT ALIGNMENT

MISC 10% PO#609 CCS -37.40 -37.40

MISC 10% PO#609 CCP -43.91 -43.91

EST: 0.01 27MAY11 06:56 SA: 609

CUSTOMER PAY MISC. SHOP SUPPLIES FOR REPAIR ORDER 29.92

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER TOYOTA BOULDER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Toyota Boulder, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

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

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

CUSTOMER #: 147512

426646



INVOICE

PAGE 2

P.O. Box 20980 · Boulder, Colorado 80308-3980 · (303) 443-3250
www.bouldertoyota.com

BOULDER, CO

HOME

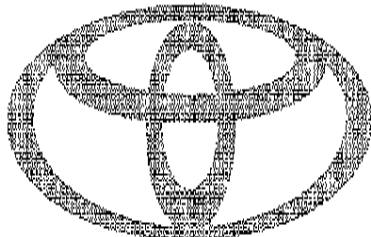
BUS:

SERVICE ADVISOR: 609 JOSH STRONG

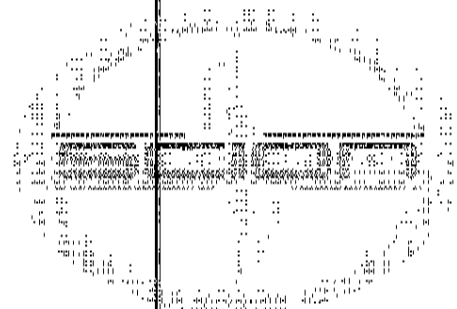
Rock Solid Satisfaction - Rock Bottom Prices

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
1C0 SIL	05	TOYOTA PRIUS	JTDKB20U157		68304/68304	T8427	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26JAN05 DD			WAIT 27MAY11		0.00	CASH	28MAY11
R.O. OPENED	READY	OPTIONS: STK:6545 DLR:BTV					
06:56 27MAY11	10:12 28MAY11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

 THANK YOU FOR SERVICING YOUR VEHICLE WITH US!
 WE STRIVE TO PROVIDE YOU WITH AN EXCELLENT
 EXPERIENCE! IF YOU DID NOT RECEIVE EXCELLENT
 SERVICE PLEASE CONTACT ANDRE ALIRE AT 303-443
 -3250. PLEASE SCHEDULE YOUR NEXT APPOINTMENT
 AT BOULDERTOYOTA.COM OR CALL 1-866-617-6139.



TOYOTA



Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER TOYOTA BOULDER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Toyota Boulder, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
 A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	374.00
PARTS AMOUNT	439.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-51.39
TOTAL CHARGES	761.73
LESS INSURANCE	0.00
SALES TAX	36.49
PLEASE PAY THIS AMOUNT	798.22

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

CUSTOMER COPY

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER

[REDACTED]
Boulder, CO
[REDACTED]

Toyota Customer Experience Center-

Attached please find the information you requested relating to case 1105271296:

1. Repair Order
2. Proof of Payment (Visa Bill)
3. Proof of Ownership (Registration)

We understand that you are offering to pay us the cost of the parts (\$439.12) plus a \$300 service credit with Boulder Toyota as a gesture of good will.

Please advise us how to proceed further with this claim.

[REDACTED]

CUSTOMER #: 147512

426646



INVOICE

PAGE 1

Foothills Parkway & Pearl P.O. Box 20980 · Boulder, Colorado 80308-3980 · (303) 443-3250 www.bouldertoyota.com

Rock Solid Satisfaction - Rock Bottom Prices

SERVICE ADVISOR: 609 JOSH STRONG

BOULDER, CO

HOME:

US:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	TOYOTA PRIUS	JTDKB20U157		68304/68304	T8427	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
6JAN05 DD			WAIT 27MAY11		0.00	CASH	28MAY11
R.O. OPENED	READY	OPTIONS: STK:6545 DLR:BTV					
6:56 27MAY11	10:12 28MAY11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CUST STATES CAR WONT STEER, CAR WAS TOWED IN.

700 REPLACED BROKEN STERRING SHAFT AND BROKEN CABLE REEL

212	CT				309.00	309.00
1	04005-72147	SHAFT KIT, STEERING			108.14	108.14
1	84306-0E010	CABLE SUB-ASSY, SPIR			330.98	330.98
ARTS:	439.12	LABOR:	309.00	OTHER:	0.00	TOTAL LINE A: 748.12

BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

15 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

212	ICS				0.00	0.00
ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

** ALIGN FRONT SUSPENSION 10 ALIGN FRONT SUSPENSION

125	CT				65.00	65.00
ARTS:	0.00	LABOR:	65.00	OTHER:	0.00	TOTAL LINE C: 65.00

68304 INTER. SHAFT REPAIR ADJUSTED FRONT ALIGNMENT

DISC 10%

PO#609

CCS

-37.40 -37.40

DISC 10%

PO#609

CCP

-43.91 -43.91

DISC: 0.01

27MAY11 06:56 SA: 609

CUSTOMER PAY MISC. SHOP SUPPLIES FOR REPAIR ORDER

29.92

BOULDER TOYOTA 2485 48TH COURT BOULDER, CO 80508 303-443-3250

Sale

Entry Method: Swiped

796.22

16:30:04

Appr Code: 233598

Merchant ID: 001056

Term ID: 001056

VISA

Total:

05/20/11

Inv #: 000046

Approved: Online

Customer Copy

THANK YOU!

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

are recycling development fee on the sale of each new motor vehicle tire. Statutes, requires retailers to collect a \$1.50 waste

CUSTOMER COPY

Account Activity

Use the menus below your card summary to sort your account activity or to search for a specific purchase or credit.

Citi® Visa®

[Download Your Statement](#)

Current Balance ⓘ
\$0.00


Minimum Payment Due
\$0.00

Payment Due Sep. 28, 2011

Make a Payment

Late Payment Warning

Statement Balance - 09/02/11	\$0.00	Available Credit Line ⓘ	\$9,706.00
Next Statement Closing Date:	Oct. 4, 2011	Total Credit Limit	\$9,750.00
Activity Since Last Statement		Last Payment Date	Jun. 28, 2011
Payments/Adjustments/Credits	\$0.00	Last Payment Amount	\$796.22
Purchases	\$0.00	Past Due Amount	\$0.00
Cash Advances	\$0.00	View/Edit Scheduled Payments	

 [Request Paperless Letters](#)

Dollars in Extra Cash earned during last statement period ⓘ

0.00
[See Details](#)

You're eligible for a 0% promotional APR on balance transfers. [Learn more](#)

[View your balance transfer offer](#)

View your Paperless Letters online in the [Document Center](#)

View All Account Activity

[Create a Report](#) ⓘ

[Download Your Statement](#)

Select Time Period: Transaction Type:

Transaction Details for Period Ending 06/02/2011

<u>Date</u>	<u>Description</u>	<u>Amount</u>
05/26/2011	BOULDER TOYOTA BOULDER CO	\$796.22

Transaction Type: 2

Post Date: 05/28/2011

Reference Number: 

Person: 

Merchant Category: **Vehicle Services - AUTO / TRUCK DEALER-NEW / USED,SLS/SRVC**

Charged To: **Standard Purch**

[Dispute This Charge](#)

 [Print This Page](#)

TYPE	PLATE	TAB/VAL	VIN	EXPIRE				
AS-REG	[REDACTED]	[REDACTED]	JTDKB20U157 [REDACTED]	03/2012				
TITLE	YR	MAKE	BODY	CWT/PAS	T/C	FLEET	FUEL	PREV. EXP
[REDACTED]	2005	TOY	SD	29	C		Z	03/2011
UR. DATE	PUR. PRICE	ORIGINAL TAXABLE VALUE	BUS. DATE	CO#	UR/CODE			
/26/2005	26955.00	22,207	03/07/2011	07	U 0001			
FEE	TITLE FEE	PRIOR O.T.	OWN TAX	LIC. FEE	ROAD FEE	BRIDGE FEE		
0.00		0.00	99.93	65.77	23.00	13.50		
RTD TAX	COUNTY TAX	CITY/DIST TAX	STATE TAX	SPECIAL FEE	OTHER FEE			
0.00	0.00	0.00	0.00	0.00	0.00			
#	GVW	MILES	HI GVW	HC DATE				

OWNER NAME/MAILING ADDRESS * FEE IN BOLD INCLUDED IN LIC FEE

[REDACTED]

SIGNATURE
REQUIRED
ON REVERSE
SIDE.

OWNER ID: [REDACTED] CO: [REDACTED]

LOCATION	TOTAL
ID BOULDER 03/07/2011 063734BX4 RC1 Y	165.70 P

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

October 25, 2011

[REDACTED]
Boulder, CO [REDACTED]

Dear Mrs. [REDACTED]

As promised by Toyota Motor Sales, USA, enclosed is your goodwill reimbursement. We thank you for choosing Toyota, and we hope you enjoy many more years of driving satisfaction. For the latest Toyota news, please remember to visit us at www.toyota.com.

Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.

CJ - File Number: 1109060584

REFERENCE	DATE	VOUCHER	GROSS	DISCOUNT	NET	HDL CD
1-7XRORZ1-7XROT8 <i>1-7XRORZ - Goodwill Reimb</i>	10/25/2011	14759532	475.61	0.00	475.61	SS

VENDOR NO.: 0091376263 CHECK NO.: 0000498439 DATE: 10/26/2011 TOTAL NET AMOUNT: \$475.61

Please detach this statement
before depositing check

TOYOTA MOTOR SALES, USA, INC.
19001 S. WESTERN AVENUE
TORRANCE, CA 90509

This check is rendered
in payment of items listed

REMOVE DOCUMENT ALONG THIS PERFORATION

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER • THERMOCHROMIC INK ON BACK

TOYOTA MOTOR SALES, USA, INC.
19001 S. WESTERN AVENUE
TORRANCE, CA 90509

UNION BANK DISBURSEMENT SERV
LOS ANGELES, CA 90071

90-4150
1222

DATE: 10/26/2011

PAY Four hundred seventy-five and 61/100ths Dollars

\$475.61

TO THE
ORDER
OF

BOULDER, CO

TOYOTA

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

Security features included. Details on back.

MLP52814VBL (4/11)

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER



RECEIVED
 JAN 25 2013
 REIMBURSEMENTS

Toyota Motor Sales, U.S.A., Inc.
 19001 South Western Avenue
 P.O. Box 2991
 Torrance, CA 90509-2991

[Redacted] cell [Redacted]
 SANFORD, NC [Redacted]
 [Redacted]



URGENT SAFETY RECALL
 This is an important Safety Recall.
 The remedy will be performed at
NO CHARGE to you.

**2004 to certain 2009 Model Year Prius Vehicles
 COT – Steering Intermediate Extension Shaft
 SAFETY RECALL NOTICE (Remedy Available)**

VIN: JTDKB20U267 [Redacted]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in some 2004 to certain 2009 Model Year Prius vehicles.

What is the condition?

The steering intermediate extension shaft (“extension shaft”) is a component of the steering assembly and connects the steering column to the steering rack. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed, such as parking in a tight parking space. The splines could eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

What will Toyota do?

The remedy for your vehicle is available. Any authorized Toyota dealer will perform an inspection of the steering intermediate extension shaft. If the shaft is one supplied with insufficient hardness, it will be replaced. The inspection and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall
 Please contact any authorized Toyota dealer and make an appointment to have the remedy performed as soon as possible.
 The inspection and, if necessary, replacement of the steering intermediate extension shaft will take approximately 1 hour. However, depending upon the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E.

TOYOTA SCION of SANFORD

3321 HIGHWAY 87 SOUTH
 SANFORD, NC 27332
 Phone (919) 708-5000
 B-5050

1-800-331-4381

[REDACTED]
 Sanford N.C. [REDACTED]

CUSTOMER NO. 216016	ADVISOR STEVEN GRAHAM	80723	TAG NO. 1204	INVOICE DATE 09/21/12	INVOICE NO. T6CS657101
[REDACTED]	LABOR RATE	LICENSE NO.	77,189	COLOR /	STOCK NO.
NC	YEAR / MAKE / MODEL 06 / TOYOTA / PRIUS / 4DR	DELIVERY DATE		DELIVERY TIME	
[REDACTED]	VEHICLE I.D. NO. 1TDKB20U267	SELLING DEALER NO.		PREPARATION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 09/14/12	REPRESENTATIVE MO. 77189
[REDACTED]	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR # 1 10TTZ01 *DRIVEABILITY CONCERN TECH(S):80333 518.95
 STEERING CONCERN, NOISE IN STEERING WHEEL CHECK AND ADVISE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	84306-0E010	CABLE SUB-ASSY, S	204.07	204.07
	1	45200-47063	POST ASSY, ELECTR	1316.96	1316.96
	1	45209-12201	YOKE SUB-ASSY, ST	143.46	143.46
	1	45221-47041	SHAFT, STEERING I	115.98	115.98
	1	90080-11555	BOLT, W/WASHER	2.31	2.31
TOTAL - PARTS					1782.78

MISC CODE DESCRIPTION CONTROL NO. PRICE

AIC ADD ONE CENT 0.20

LC LABOR COUPON -3.99

TOTAL - MISC -3.79

JOB# 1 TOTALS

LABOR 518.95

PARTS 1782.78

MISC -3.79

JOB# 1 JOURNAL PREFIX T6CS JOB# 1 TOTAL 2297.94

DISCLAIMER OF WARRANTIES

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 FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE. A FINANCE CHARGE OF 1.99% PER MONTH WILL BE CHARGED ON PAST DUE ACCOUNTS. ANNUAL PERCENTAGE RATE OF 24.99%. FOR WARRANTY INFORMATION SEE REVERSE

JOB# 2 CHARGES

LABOR # 2 10TTZ *DRIVEABILITY TECH(S):80333 INTERNAL
 DIAG ON POWER STEERING

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T6CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR # 3 72TTZA0N AON CAMPAIGN TECH(S):80333 WARRANTY
 AON CAMPAIGN - 2004-2007 PRIUS INVERTER WATER PUMP REPLACEMENT CAMPAIGN
 AON CAMPAIGN NEEDS COMPLETION COMPLETED AON RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	04000-32528	HV ELECTRIC WATER		WARRANTY
	1	00272-SLLC2	SUPER LONG LIFE C		WARRANTY
TOTAL - PARTS					0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T6CS JOB# 3 TOTAL 0.00

MISC CODE DESCRIPTION CONTROL NO. PRICE

JOB # A SS SHOP SUPPLIES 18.00

TOYOTA SCION of SANFORD

3321 HIGHWAY 87 SOUTH
SANFORD, NC 27332
Phone (919) 708-5000
Fax (919) 708-5050

CUSTOMER NO. 216016	ADVISOR STEVEN GRAHAM	80723	TAG NO. 1204	INVOICE DATE 09/21/12	INVOICE NO. T6CS657101
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 77,189	COLOR /	STOCK NO.
NC	YEAR / MAKE / MODEL 06/TOYOTA/PRIUS/4DR			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. J T D K B 2 0 U 2 6 7			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/14/12	PEPRINT# 1	
[REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 77189

COMMENTS: WALK IN WAIT SG

TOTALS: TOTAL - MISC 18.00

TOTAL LABOR.....	518.95
TOTAL PARTS.....	1782.78
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	18.20
TOTAL MISC DISC	-3.99
TOTAL TAX.....	126.06

previous payment 9/18/12

TOTAL INVOICE \$ 2442.00
- 2123.05

9/21/12 318.95

0.00

DISCLAIMER OF WARRANTIES
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 FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE. A FINANCE CHARGE OF % PER MONTH WILL BE CHARGED ON PAST DUE ACCOUNTS. ANNUAL PERCENTAGE RATE OF % FOR WARRANTY INFORMATION, SEE REVERSE

Thank You!

CUSTOMER SIGNATURE

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

Citi® Hilton HHonors™
 Visa® Gold Card



How to Reach Us
 1-888-977-6687
 Customer Service
 PO BOX 6500 SIOUX FALLS, SD 57117-6500
HHonorscard.accountonline.com



Account Number [REDACTED]

Standard Purchases (cont'd)

Sale	Post	Description	Amount
09/18	09/19	TOYOTA OF SANFORD SANFORD NC	2,123.05
09/19	09/19	KANGAROO EXP # 3844 SANFORD NC	44.34
09/19	09/19	MCDONALD'S M4667 OF NC SANFORD NC	10.34
09/19	09/19	SANFORD HEMATOLOGY ONCOLO919-7758783 NC	100.00
09/20	09/20	UNC CH DPS PAY OPS CHAPEL HILL NC	4.50
09/20	09/20	JOANN FABRIC #1078 DURHAM NC	66.21
09/20	09/20	EXXONMOBIL 47522917 SANFORD NC	30.00
09/20	09/20	PANERA BREAD #601651 DURHAM NC	13.18
09/20	09/20	WALGREENS #12078 SANFORD NC	17.19
09/21	09/21	KANGAROO EXP # 3844 SANFORD NC	8.78
09/21	09/21	KANGAROO EXP # 3844 SANFORD NC	34.39
09/21	09/21	BOJANGLES 30 01900307 SANFORD NC	12.94
09/21	09/21	TENNIS WAREHOUSE 800-883-6647 CA	25.00
09/21	09/21	MCDONALD'S M4667 OF NC SANFORD NC	8.96
09/21	09/21	WALGREENS #12078 SANFORD NC	18.64
09/21	09/21	TOYOTA OF SANFORD SANFORD NC	318.95
09/22	09/22	ELIZABETH PIZZA SANDFORD NC	23.49
09/22	09/22	KANGAROO EXP # 3844 SANFORD NC	11.09
09/24	09/24	DOT DMV/VEH REG INT 919-715-7000 NC	28.00
09/24	09/24	KANGAROO EXPRESS 331 SANFORD NC	15.51
09/25	09/25	DOLRTREE 4301 00043018 SANFORD NC	8.36
09/25	09/25	FOOD LION #1349 SANFORD NC	87.89
09/25	09/25	APL*APPLE ITUNES STORE 866-712-7753 CA	1.38
09/26	09/26	TENNIS WAREHOUSE 800-883-6647 CA	20.00
09/26	09/26	MCDONALD'S M4667 OF NC SANFORD NC	3.40
09/26	09/26	WALGREENS #12078 SANFORD NC	31.22
09/27	09/27	LEE BUILDER MART SANFORD NC	57.57
09/27	09/27	LOWES #01522* 828-262-0773 NC	169.73
09/28	09/28	WAL-MART #1774 SANFORD NC	179.36
09/30	09/30	MURPHY EXPRESS 8560 SANFORD NC	57.89
09/30	09/30	WAL-MART #1774 SANFORD NC	95.61
10/01	10/01	UNC CH WUNC RADIO INT 919-966-5454 NC	10.00
10/01	10/01	THE PINEHURST MEDICAL CLISANFORD NC	25.00
10/02	10/02	WATER QUALITY UTILITIES I828-8986277 NC	33.50
10/02	10/02	DOLRTREE 4301 00043018 SANFORD NC	21.35
10/02	10/02	FOOD LION #1349 SANFORD NC	82.05
10/02	10/02	WALGREENS #12078 SANFORD NC	10.00
10/02	10/02	WALGREENS #12078 SANFORD NC	25.35
10/04	10/04	THE MOLE HOLE - BAREFO NORTH MYRTLE SC	29.68
10/04	10/04	KANGAROO EXPRESS 425 MYRTLE BEACH SC	44.94
10/04	10/04	VAN HEUSEN 295 N MYRTLE BEACSC	8.47
10/05	10/05	MCDONALD'S M4667 OF NC SANFORD NC	11.19
10/05	10/05	SHERATON HOTEL MYRTLE BEACH SC	126.74
10/06	10/06	ELIZABETH PIZZA SANDFORD NC	28.30
10/07	10/07	WALGREENS #12078 SANFORD NC	10.00
10/08	10/08	PINEHURST DERMATOLOGY PA PINEHURST NC	50.00
10/08	10/08	FOOD LION #1349 SANFORD NC	43.50

SANFORD NC

cell 736-7



STATE OF NORTH CAROLINA
REGISTRATION CARD

VEHICLE ID #	PLT VALID THRU	INSPECTION DUE
JTDKB20U26	09/15/13	08/31/13
MAKE/SERIES	TITLE	GROSS WT
TOYOT		
SHIPPING WEIGHT	YEAR	FUEL TOTAL PER
	4S	2006
CLASSIFICATION	CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2
PRIVATE/PASS VEH		
	VEHICLE BRAND	COUNTY
		LEE

FOLD HERE - DO NOT TEAR

S56 - STATE AUTO PROPERTY AND CASUALTY I
INSURANCE COMPANY AUTHORIZED IN NC

SANFORD N

[REDACTED]

[REDACTED]

OUR CARS steering
Failure was
Reported to Toyota
10/1/12

Case #
10478053

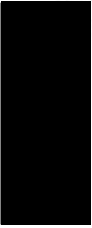
I have kept all the
Replaced parts if further
inspection is needed

Thank God

[REDACTED]

cell

Sanford N.



Toyota Motor Sales USA Inc.
Toyota Customer Experience, WCO10
19001 South Western Avenue
Torrance, CA 90509
We 10



9050131196



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

[REDACTED]
[REDACTED] DAVIS, CA [REDACTED]
TEL [REDACTED]

[REDACTED]

January 29, 2013
Toyota Motor Sales, USA, Inc.
Toyota Customer Experience, WC10
19001 South Western Ave.
Torrance, CA 90509

Re: Safety Recall Notice, COT - Steering Intermediate Extension Shaft

VIN: JTDKB20U357 [REDACTED]

Dear Sir or Madam,

my Toyota Prius is covered by this recall. However, the steering shaft as already failed - on August 19, 2012. I called your office at that time seeking a remedy, but was told (quite curtly, in fact) that there would be none.

Included you will find the invoice for the repair. The replacement shaft and labor amounted to \$160. However, as a consequence of the failure of the extension shaft, the Toyota clock spring also failed, causing the total repair cost to be \$563.32. The steering shaft failed while I was making a turn while family in San Francisco. This necessitated the renting of a car, cost \$136.69 plus gasoline for \$21.47. A copy of my credit card statement is included and these charges (as well as the repair charges) are highlighted. Finally, the return pickup to San Francisco caused me to lose 1/2 day of work, which I value at \$250.

Therefore, I request a reimbursement of $\$563.32 + 136.69 + 21.47 + 250 = \971.48 .

I have been very loyal to Toyota and wish to remain so. I expect your office will fulfill its obligation and reimburse the full cost of this issue.

[REDACTED]

Encl: Repair Invoice
Credit Card Statement,

RECEIVED
JAN 31 2013
REIMBURSEMENTS





TrueEarnings® Card

CONNIE SAINT
Closing Date 09/16/12



Account Ending 5-11000

Detail Continued *Indicates posting date

				Amount
09/09/12	COSTCO WHSE #1003 00WOODLAND 5304062122	CA		\$205.73
09/09/12	TRADER JOE'S #182 QPDAVIS 626-599-3700 Description GROCERY STORES	CA		\$16.26
09/11/12	SAFEWAY STORE 1205DAVIS GROCERY STORE	CA		\$139.27
09/13/12	TARGET T2455 2455 DAVIS DISCOUNT STORE	CA		\$10.43
09/13/12	DAVIS FOOD CO-OP - NDAVIS GROCERY STORE	CA		\$68.34
09/13/12	DAVIS ACE LBR & HDWEDAVIS HARDWARE STORE	CA		\$61.95
09/14/12	TRADER JOE'S #182 QPDAVIS 626-599-3700 Description GROCERY STORES	CA		\$49.84
	 Card Ending 5-11018			
				Amount
08/17/12	DAVIS FOOD CO-OP - NDAVIS GROCERY STORE	CA		\$32.23
08/21/12	SHELL OIL 5744467800SAN FRANCISCO GAS STATION	CA		\$21.47
08/21/12	HERTZ CAR RENTAL SAN FRANCISCO Location Rental: SAN FRANCISCO CA Return: SAN FRANCISCO CA Agreement Number: 116955871 Renter Name: BIELLO /JOSEPH	CA	Date 12/08/19 12/08/21	\$136.69
08/21/12	LUSCIOUS GARAGE SAN FRANCISCO 415-875-9030	CA		\$563.32
08/23/12*	TRANSACTION PROCESSED BY AMERICAN EXPRESS PREM CAR RENTAL PROTECTION 800-326-2078 CRA116955871 08/19/2012 SAN FRANCISCO			\$17.95
08/24/12	NUGGET MARKET 12 542DAVIS 5307503800 Description GROCERY STORES, SUP	CA	Price \$121.73	\$121.73
08/25/12	MCDONALD'S F3831 000AUBURN 5308235274	CA		\$11.98
08/31/12	TOGOS BASKIN ROBBI 5CAMERON PARK 5306729295 FOOD/BEVERAGE	CA	\$17.32	\$17.32

Invoice

August 20, 2012 17:35
Work Order #: 201219267

[REDACTED]
[REDACTED]
[REDACTED], CA
[REDACTED]

2005 Toyota Prius
PLAT [REDACTED]
VIN JTDKB20U357 [REDACTED]

FEATURES Silver

ODOMETER IN: 83338

Best Contact: phone
Keep Parts: N
Technician: Carolyn

BAR # AC251191

EPA # CAL000352177

NOISE/VIBRATION

Advise on proper course of action: potential warranty coverage, further testing, and/or recommended repairs

Reference related Technical Service Bulletins (where applicable)

Determine source of problem

Confirm symptoms via test drive and/or service bay

Interview customer on vehicle symptoms

LABOR: \$60.00 PARTS: \$0.00 HAZMAT: \$0.00 TAX: \$0.00

PACKAGE TOTAL: \$60.00

COMMENT

No longer steers :(

August 20, 2012 17:36 by Keshau

PHOTO ATTACHMENT

Intermediate shaft #2 is stripped. This is different than the one we usually see (further down the column).



IMG_0912.JPG - Click to enlarge

August 21, 2012 09:41 by Carolyn

PDF ATTACHMENT

There is a recall for this part, but Joe's VIN is not qualify (see page 2)

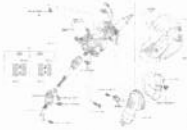


04-06 intermediate shaft TSB.pdf - Click to view

August 21, 2012 09:42 by Carolyn

PHOTO ATTACHMENT

The part new from the dealer is \$204. Part number 04005-72147



Screen shot 2012-08-21 at 9:35:42 AM.png - Click to enlarge

August 21, 2012 09:43 by Carolyn

COMMENT

We have a used one we can put in, which would be \$100. Labor \$60, including getting the steering wheel straight. The clockspring is broken (from turning the steering wheel extra turns). That part is \$308, and \$60 to replace.

August 21, 2012 09:45 by Carolyn

TYPE	DESCRIPTION	QTY	PRICE	ACTIONS
Labor	Replace steering intermediate shaft for worn splines	1.0	\$60.00	
Misc-Parts	Intermediate Shaft #2 - USED	1.0	\$100.00	
Labor	Install Clock Spring	1.0	\$60.00	
Part	Toyota Clock Spring 84306-0E010	1.0	\$308.59	

PHOTO ATTACHMENT

Close up of stripped portion of shaft



IMG_0916.JPG - Click to enlarge

August 21, 2012 09:46 by Carolyn

PHOTO ATTACHMENT

Intermediate shaft replaced. Steering centered. Zero calibration of steering sensor performed.



IMG_0928.JPG - Click to enlarge

August 21, 2012 17:12 by Carolyn

TYPE	DESCRIPTION	QTY	PRICE	ACTIONS
Labor	Credit, Diagnostic Fee	1.0	\$-60.00	

	LABOR	SUBTOTAL PARTS	HAZMAT DISPOSAL	SUBLET	TOTAL:
Approved in Original Estimate	\$60.00	\$0.00	\$0.00	\$0.00	\$60.00
Additional Work (Approved)	\$60.00	\$408.59	\$0.00	\$0.00	\$468.59

Terms of Service

1. "YES, DO THIS WORK"

I hereby authorize the corresponding service to be done along with the necessary materials.

2. "YOU MAY DRIVE MY CAR ON PUBLIC ROADS"

Luscious Garage staff may operate my vehicle for the purpose of testing, inspection, and delivery.

3. "NO PAYMENT, NO KEYS"

An express lien is acknowledged on my vehicle to secure the amount of services thereof.

4. "ONLINE COMMUNICATION OK"

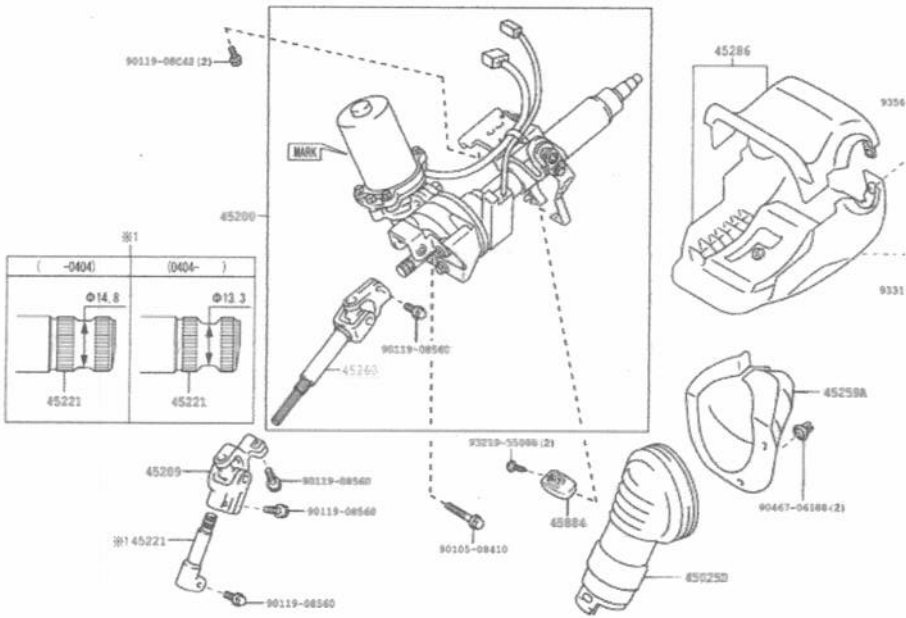
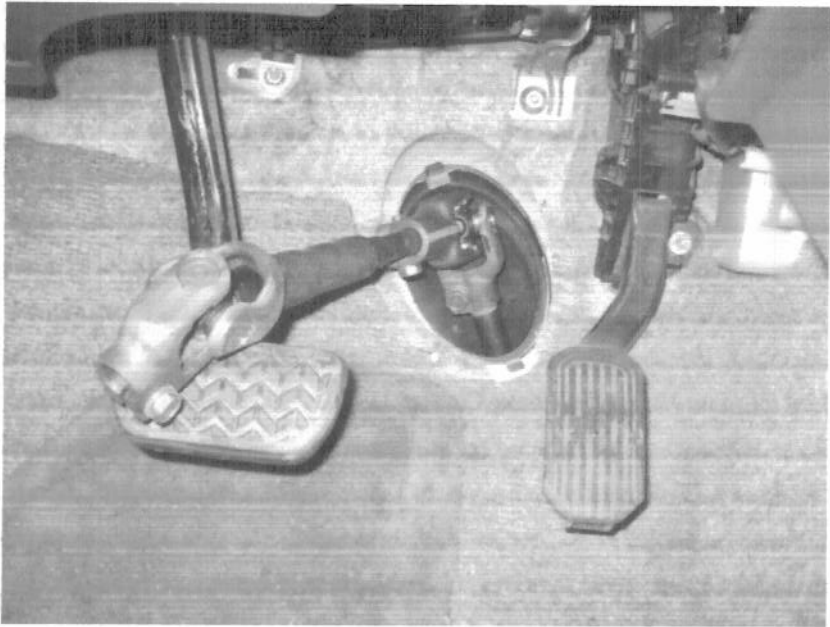
I welcome email from Luscious Garage as a means of receiving copies of my estimate, work order, and invoice.

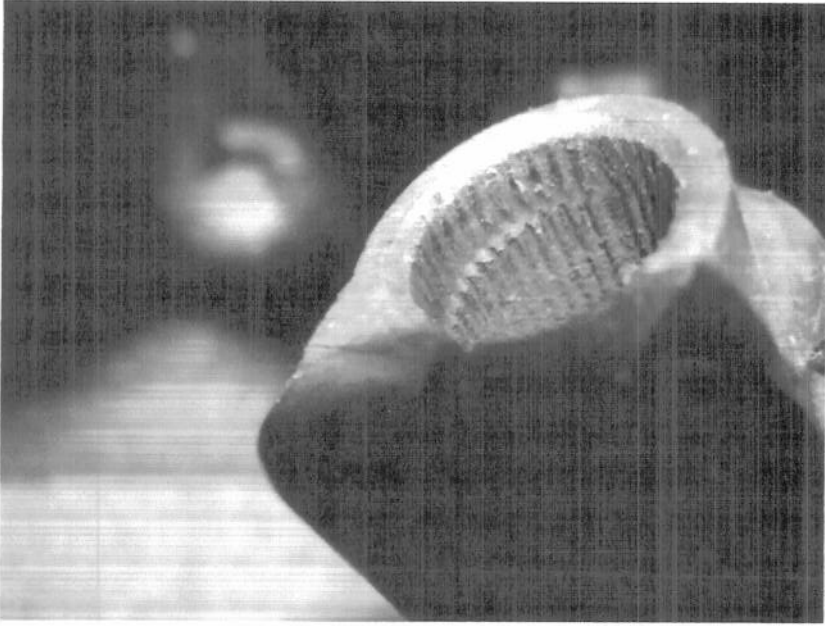
8.5% Sales Tax:	\$34.73
Total Price:	\$563.32

5. "HERE'S MY SIGNATURE"

I endorse the attached digital photo of my signature as equivalent to my written signature and as proof of my agreement to these five terms.

Signature:
Timestamp: 2012-08-20 17:01:42 -0700





DAVIS

CA



WCLID

Toyota Motor Sales USA, Inc.
Toyota Customer Experience
WC 10
19001 South Western Ave.
Torrance, CA 90509



1000

90509



U.S. POSTAGE

PAID

DAVIS, CA

95616

JUN 23 13

AMOUNT

\$0.66

00051773-04

90501119699



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



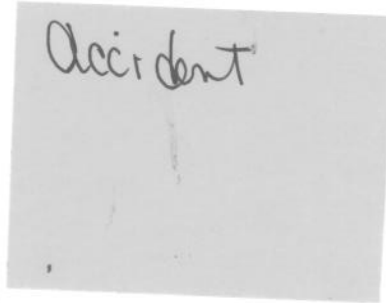
P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

January 10, 2013

Refer to AG No.: 2012-cp11191055713-A

Toyota Motor Sales USA
19001 S. Western Ave.
Dept. WC11
Torrance, CA 90509



Dear Sir/Madam:

Re: [REDACTED]

This office recently wrote to you regarding the complaint of the above. To date we have received no written response from you.

At that time you were informed that we would make no judgment regarding the validity of the complaint until we received your response. In addition, you were informed that your answer was important in our determination whether further action was warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email3@michigan.gov putting the AG No. in the subject line.

This office enforces the Consumer Protection Act and other consumer laws under the jurisdiction of the Attorney General and is charged with investigating all potentially unfair and deceptive trade practices. Failure to respond may necessitate our requesting a court order to require you and/or your business to appear in this office for questioning or for a review of your records. Failure to comply and continued violation of a prohibited practice may result in the court fining your business up to \$25,000, and any person who avoids or ignores a subpoena may be fined up to \$5,000 by the court. In addition, the Court may award costs and attorney fees.

To avoid expensive and time consuming legal action, we trust you will contact our office within ten days, in writing.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

RECEIVED

JAN 17 2013

CUSTOMER RELATIONS

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2012-cp11191055713-A

Submitted: 11/19/2012 10:55:42 AM

Consumer Information

Your Last Name [REDACTED] First Name [REDACTED] MI:
Your Street Address [REDACTED] L
Your State: MI City: South Lyon
Your County: Oakland Zip Code [REDACTED]
Your Home Phone [REDACTED] Your Work Phone [REDACTED] Ext.:
Fax Number: E-mail Address [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: Toyota Motor Sales Usa
Street Address: 19001 S. Western Ave, Dept Hq11
Claims City: Torrence
State: CA Zip Code: 90509
County: Phone: 8003314331
Fax Number: 3103818690 E-mail Address:
Web Site Address: Product Offered: Automobiles
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name:
Street Address: City:
State: MI Zip Code:
County: Phone:
Fax Number: E-mail Address:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 8/15/2012 4:15:00 PM
Incident Location: 6 Mile Rd. near Pontiac Tr., South Lyon, Mi 48178
Approximate Monetary Value: \$25,000
Did you sign a contract? False
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True

What was the response from the business? to early to tell
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

On August 15, 2012 I had an unexplained accident which resulted in my Toyota Pruis 2005 being totaled. The car just suddenly went out of control first going to the left and then skidding to the right, hitting a tree in the rear and falling over on the passenger side. My grand daughter Hannah Kindree was in the passenger seat and I was driving. We both had multiple bruising and I broke my left thumb. We are OK now. I was not ticketed by the State Police investigating the accident. On November 14, Toyota announced that they were recalling 670,000 Pruis cars for steering problems. I went to the web site and put my vin # in and sure enough my auto would be recalled for steering problems. It now made sense, as I knew I had done nothing to cause this accident. I have filed a claim with Toyota and also NHTSA and now you, as I am concerned that since it has been so long since the accident, it will be hard to prove. I am trying to find out where my vehicle is at this time. Auto Owners is my insurance company and they have refused to renew my insurance effective December 17, 2012. This action puts me into a risk catagory which increases my insurance costs from \$1200 per year to over \$5000 a year. Is there anything you could do to help?

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER



VEHICLE REGISTRATION RENEWAL NOTICE

IF YOU NO LONGER OWN THIS VEHICLE PLEASE COMPLETE THE VTR 346 FORM AVAILABLE ON OUR WEB SITE AT: TxDMV.gov.

RECEIVED

JAN 17 2013

Renew online @ www.texas.gov. Check this site or contact your local County Tax Office for a list of participating counties.

VEHICLE INFORMATION

LICENSE PLATE NUMBER	[REDACTED]
VEHICLE IDENT. NO.	JTDKB20U853 [REDACTED]
YEAR/MAKE/BODY STYLE	2005/TOYT/4H
CURRENT EXP. MON YR	MAY 2012

Send bottom part of form, proof of insurance, and correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

REIMBURSEMENTS

TOTAL FEE DUE (in person)	\$ 64.25
IF MAILED	65.25

If the message ***NEW PLATES REQUIRED*** appears on the bottom part of this form, you MUST obtain new plates from your county tax office (by mail or in person).

You may renew this registration for more than one year online or at your county tax office.

YOUR CHECK MAY BE CONVERTED TO AN ELECTRONIC FUND TRANSFER.

FOR QUESTIONS CALL YOUR LOCAL TAX ASSESSOR-COLLECTOR: 210-335-6627

CUSTOMER COPY

▲KEEP TOP SECTION FOR YOUR RECORDS▲

▼MAIL SECTION BELOW FOR CONVENIENT PROCESSING▼

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE THE LAST DAY OF: MAY 2013

VEHICLE INFORMATION

VEH. CLASS.	PASS
VEH. IDENT. NO.	JTDKB20U853 [REDACTED]
YR/MAKE/BODY STYLE	2005/TOYT/4H
FUEL TYPE	GAS
EMPTY WEIGHT	3000
CARRYING CAPACITY	0
GROSS WEIGHT/TONNAGE	3000/0.00
UNIT NO.	

VEHICLE OWNER NAME(S) & ADDRESS:

SAN ANTONIO, TX [REDACTED]

LICENSE NO. [REDACTED]
PASSENGER PLT

ISSUE THE 2013 WINDSHIELD STICKER

TOTAL FEE	\$ 64.25
IF MAILED	65.25

SEND THIS PART OF FORM, PROOF OF INSURANCE, & CORRECT FEE TO:

RENEWAL RECIPIENT NAME AND ADDRESS:

[REDACTED]
SAN ANTONIO, TX [REDACTED]

[REDACTED]
SYLVIA S. ROMO, CPA, RTA
BEXAR CNTY TAX ASSESSOR-COL
233 N. PECOS LA TRINIDAD
PO BOX 839950
SAN ANTONIO, TX 78283-3950

TEXAS REGISTRATION RECEIPT AFTER VALIDATION. THIS RECEIPT MUST BE CARRIED IN ALL COMMERCIAL VEHICLES.



VEHICLE TITLES AND REGISTRATION DIVISION

ALAN'S AUTOMOTIVE

Date: 1/4/2013
Receipt # 259

Alan
1326 Basse Road
San Antonio, Texas 78212
210-667-7151
autoalan@hotmail.com

Sold To

San Antonio, Texas
Customer ID

Payment Method	Check No.	Job

Qty	Item #	Description	Unit Price	Discount	Line Total
1	45260-47052	Steering Shaft Assembly	204.66	0.00	204.66
1	2800-100-01	Labor	93.00		93.00
1	2800-100-02	Diagnostic	42.00		42.00
1	2800-100-02	Freight	15.00		15.00
Total Discount				0.00	354.66
Subtotal					354.66
Sales Tax					16.62
Total					371.28

Thank you for your business!

STORE YOUR DUPLICATE CHECKS IN YOUR CHECK BOX.

- Track your expenses...
- Food
- Clothing
- Credit Card
- Entertainment
- Insurance
- Transportation
- Mortgage
- Other: _____

TAX-DEDUCTIBLE ITEM

19 Dec 2012

2723

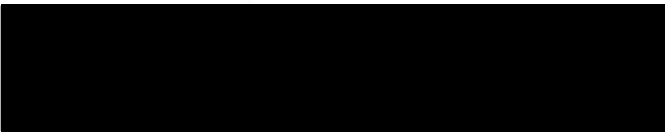
For added security, your name and account number do not appear on this copy.

Rivista

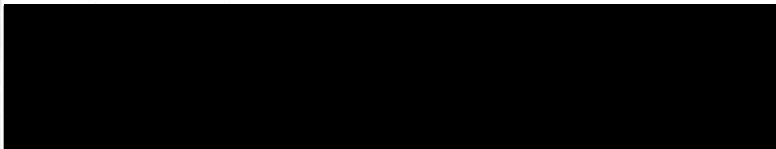
Five hundred and no dollars

THIS ITEM	391.88
BALANCE FORWARD	
DEPOSIT	
OTHER	
BALANCE FORWARD	

NOT NEGOTIABLE



SAN ANTONIO, TX



SAN ANTONIO TX 780
RIO GRANDE DISTRICT
15 JAN 2013 PM 6 L



SAN ANTONIO TX



TOYOTA MOTOR SALES, INC.
TOYOTA CUSTOMER EXPERIENCE, WC10
19001 SOUTH WESTERN AVENUE
TORRANCE, CA 90509



DP13-001

TOYOTA

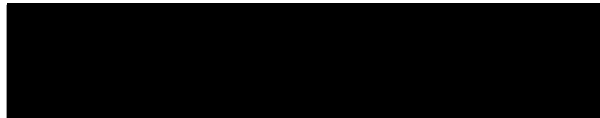
7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER



SAN ANTONIO, TEXAS



FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
TOYOTA MOTOR SALES	[REDACTED]
COMPANY:	DATE:
SELF	26 MAR 2013
FAX NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER:
310-381-7756	2
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
210-737-8933	
RE:	YOUR REFERENCE NUMBER:

REF: REIMBURSEMENT CASE NUMBER - 130-1221436

Multiple horizontal lines for additional information or notes.

25 Mar 2013

Toyota Motor Sales, USA
Department WC10
19001 S. Western Avenue
Torrance, CA 90509
Fax: 310-381-7756

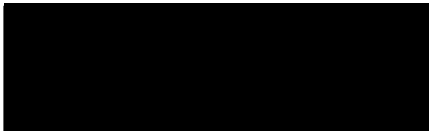
Dear Sir:

This letter is in reference to reimbursement case number 1301221436.

Servicing dealer: Mr. Alan Obregon, my mechanic, has a small 2 stall automotive shop. I have taken my cars to him for servicing for at least 10 years. Alan's Automotive is far from having a company letterhead. I believe the receipt he gave me is more than adequate. I would have taken my prius to a toyota dealer for this recall if I was informed earlier just so I would not have to go through this hassle.

Proof of payment: enclosed is the copy of cancelled check.



I took my prius on 22 mar 2013 to Universal Toyota and showed the service manager your letter along with the old steering shaft and was told to just send you the above. If you need to see the old steering shaft assembly, I will be glad to send it to you, but toyota will have to pay the shipping cost.



Check Image - Results

Check Image

Front


2723
30-8968/3140
 SAN ANTONIO, TX DOB [REDACTED] 19 Dec 2012
 DATE
 PAY TO THE ORDER OF [REDACTED] \$ 341.28
 Three hundred Seventy one dollar & 28/100 DOLLARS
 RBFCU
Member FDIC • Equal Housing Lender • www.rbfcu.org
 FOR PRUIS TOYOTA [REDACTED]

Back

SECURITY FEATURES: Examine the front of the check for security features and...
 1. Watermark: The watermark of the Federal Reserve is visible on the front of the check.
 2. Microprint: The words "FEDERAL RESERVE NOTE" are printed in tiny characters around the perimeter of the front of the check.
 3. Security Thread: A security thread is embedded in the paper of the front of the check.
 4. Color-Shifting Ink: The words "ONE HUNDRED DOLLARS" are printed in color-shifting ink on the front of the check.
 5. Hologram: A hologram is located on the front of the check.
 6. Ultraviolet Features: The front of the check has ultraviolet features that are visible under ultraviolet light.
 7. Security Features: The front of the check has security features that are visible under ultraviolet light.
 8. Security Features: The front of the check has security features that are visible under ultraviolet light.
 9. Security Features: The front of the check has security features that are visible under ultraviolet light.
 10. Security Features: The front of the check has security features that are visible under ultraviolet light.

SAN [REDACTED] 78295
DEC 31 2012

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER

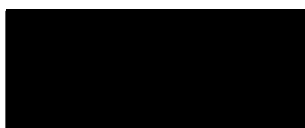
Enclosed are the copies of documents regarding my 2007 Prius repaired on 9/30/11 after the steering shaft stripped out on the steering rack. I did not include towing which we had covered through AAA. I also have all the parts they removed from the Prius.

3 pages- Toyota work order

2 pages- My Discover Card showing payment for repairs

1 page-Copy of current title.

RECEIVED
JAN 24 2013
REIMBURSEMENTS



LongBeach, CA [redacted]

H [redacted]
C [redacted]

HOOMAN

SCION

LONG BEACH

1775 XIMENO AVENUE
LONG BEACH, CA 90815

MONDAY-SATURDAY 7:00 AM - 7:00 PM

CELL: 562-552-8256

CUSTOMER NO. 21845	ADVISOR WAYNE LEBLANC	156	TAG NO. 727	INVOICE DATE 09/30/11	INVOICE NO. TOCS12962
	LABOR RATE		MILEAGE 59,980	COLOR GREEN/	STOCK NO.
LONG BEACH, CA	YEAR / MAKE / MODEL	07/TOYOTA/PRIUS/4DR SDN HYBRID TOUR		DELIVERY DATE 01/18/07	DELIVERY MILES
	VEHICLE I.D. NO.	J T D K B 2 0 U X 7 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/28/11		
BUSINESS PHONE	COMMENTS	MO: 59980			

JOB# 1 CHARGES-----

LABOR-----

J# 1 51TOZ BODY ELECTRICAL TECH(S):45953 594.00

TOWED TO DEALER CUST STATES HEARD ABNORMAL NOISE FROM
STEERING NOW BATTERY DEAD
FOUND POWER STEERING RACK BROKEN INTERNALLY
SPIRAL CABLE TWISTED
REPLACE POWER STEERING RACK AND SPIRAL CABLE
REPLACED STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	45510-47021	GEAR ASSY, STEERI	962.80	962.80
	1	84306-0E010	CABLE SUB-ASSY, S	332.74	332.74
	1	45221-47041	SHAFT, STEERING I	192.92	192.92
TOTAL - PARTS					1488.46

JOB# 1 TOTALS-----

LABOR 594.00

PARTS 1488.46

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 2082.46

JOB# 2 CHARGES-----

LABOR-----

J# 2 10TOZ90L RECALL 90L TECH(S):45953 WARRANTY

PERFORM RECALL 90L - POTENTIAL FLOOR MAT INTERFERENCE
WITH ACCELERATOR PEDAL
COMPLETED RECALL 90L -

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 20TOZ HEATING / COOLING TECH(S):45953 WARRANTY

CUST REQUEST INVERTER WATER PUMP RECALL
COMPLETED RECALL AON -

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	00272-SLLC2	SUPER LONG LIFE C		WARRANTY
	1	04000-32528	HV ELECTRIC WATER		WARRANTY
TOTAL - PARTS					0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 10TOZLAMP M.P.I. INSP TECH(S):45953 INTERNAL

PERFORM M.P.I. WORLD CLASS INSPECTION
COMPLETED M.P.I. INSPECTION

BAH # AHU252439 • EPA # CAL000329166
The Reynolds and Reynolds Company ERANTS14E CC07590 Q (03/09)

HOOUMAN

SCION

LONG BEACH

1775 XIMENO AVENUE
LONG BEACH, CA 90815

MONDAY-SATURDAY 7:00 AM - 7:00 PM

CELL: 562-552-8256

CUSTOMER NO. 21845	ADVISOR WAYNE LEBLANC	156	TAG NO. 727	INVOICE DATE 09/30/11	INVOICE NO. TOCS112962
[REDACTED] LONG BEACH, CA [REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 59,980	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 07/TOYOTA/PRIUS/4DR SDN HYBRID TOUR			DELIVERY DATE 01/18/07	DELIVERY MILES
	VEHICLE I.D. NO. J T D K B 2 0 U X 7 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/28/11		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 59980

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
 LABOR-----
 J# 5 10TOZNEXTAPPT NEXT SCHEDULE APPT TECH(S):45953 INTERNAL
 CUSTOMERS NEXT SERVICE APPOINTMENT
 3-28-12

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX TOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----
 LABOR-----
 J# 6+00TOZ4WA 4 WHEEL ALIGNMENT TECH(S):45953 89.95
 PERFORM 4 WHEEL ALIGNMENT. \$89.95
 COMPLETED 4 WHEEL ALIGNMENT, SET ALIGNMENT ANGLES TO
 FACTORY SPEC, INCLUDING A COMPREHENSIVE INSPECTION OF THE
 SUSPENSION AND STEERING LINKAGE.

JOB# 6 TOTALS-----
 LABOR 89.95
 JOB# 6 JOURNAL PREFIX TOCS JOB# 6 TOTAL 89.95

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$99.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$2092.86 (+TAX) ON 09/29/11 AT 02:36pm
 BY ROBERT CAMPUZANO COMMENTS
 APPROVED REVISED ESTIMATE (# 2) OF \$2285.00 (+TAX) ON 09/30/11 AT 12:02pm
 BY ROBERT CAMPUZANO COMMENTS STEERING SHAFT
 COMMENTS-----
 562-552-8256
 SAVE OLD PARTS
 CALLED CUSTOMER @ 4:20 AND NOTIFIED VEHICLE IS READY (IR)
 9/30/11

BAR # AHU252439 • EPA # CALU00329106
The Reynolds and Reynolds Company ERANTS114E C0675860 0 (03/09)

HOOUMAN TOYOTA • SCION OF LONG BEACH

1775 XIMENO AVENUE
LONG BEACH, CA 90815
(562) 494-4444



FOR YOUR CONVENIENCE OUR SERVICE & PARTS DEPARTMENT HOURS ARE:

MON. - FRI. 7:00 AM - 7:00 PM • SAT. 7:00 AM - 6:00 PM • SUN. 8:00 AM - 2:00 PM

www.hoomanautomotive.com

CELL: 562-552-8256

CUSTOMER NO. 21845	ADVISOR WAYNE LEBLANC	TAG NO. 156 727	INVOICE DATE 09/30/11	INVOICE NO. TOCS112962
LABOR RATE	MILEAGE 59,980	COLOR GREEN/	STOCK NO.	
YEAR / MAKE / MODEL 07/TOYOTA/PRIUS/4DR SDN HYBRID TOUR	DELIVERY DATE 01/18/07	DELIVERY MILES		
LONG BEACH, CA	VEHICLE I.D. NO. J T D K B 2 0 U X 7 7	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 09/28/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 59980		

TOTALS

----- <input type="checkbox"/> CASH <input type="checkbox"/> CHECK -> CHECK # [] <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX <input type="checkbox"/> OTHER <input type="checkbox"/> CHARGE *-----* SCHEDULE YOUR NEXT SERVICE APPOINTMENT ONLINE WWW.HOUMANAUTOMOTIVE.COM *-----* PARTS AND LABOR WARRANTY IS 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST *-----*	TOTAL LABOR.... 683.95 TOTAL PARTS.... 1488.46 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 130.24 ----- TOTAL INVOICE \$ 2302.65
--	--

Discover

PAID

Discover

BI: KW

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DAN # AN1020299 * EPA # L4LUUU029100

The Hooman and Hooman Company Service Line 562-552-8256

Payment Due Date November 19, 2011

\$ [Redacted]

Please pay online at www.Discover.com or make check payable to Discover. Phone and internet payments must be made by 5:00pm ET for same day posting.

Use your Discover® card and PIN to get cash at ATMs nationwide. Visit Discover.com/cash or call 1-800-347-2683 to see all the ways you can get cash today!

36

Pay By Ph.

CF# [Redacted]

NOV. 11

LONG BEACH CA

File & SAVE

07 Toyota Prius Defect

Address, e-mail or telephone change?

Go to www.Discover.com or print change in space above.

~~2011 Tuxedo City Education Bill (Med Bill)~~

Opening Date: September 25, 2011 - Closing Date: October 24, 2011

page 1 of 2

Discover More Card Account Summary

Cardmember since 2001

Account number ending in 6590

Previous Balance	\$1,102.20
Payments And Credits	- 1,102.20
Purchases	+ 4,170.21
Balance Transfers	+ 0.00
Cash Advances	+ 0.00
Fees Charged	+ 35.00
Interest Charged	+ 0.00
New Balance	\$4,205.21

See Interest Charge Calculation section following transactions for detailed APR information

Credit Line	\$15,000.00
Credit Line Available	\$10,794.00
Cash Advance Credit Line	\$7,500.00
Cash Advance Credit Line Available	\$7,500.00

You may be able to avoid Interest Charges, see Additional Important Information for details.

Cashback Bonus®

Anniversary Month

November

Opening Cashback Bonus Balance	\$ 608.33
New Cashback Bonus This Period	+ 41.70
Cashback Bonus Balance	\$ 650.03

To learn more, log in at www.Discover.com

Payment Information

New Balance	\$4,205.21
Minimum Payment Due	\$85.00
Payment Due Date	November 19, 2011

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$35.00 and your purchase and balance transfer APRs for new transactions may be increased up to the Penalty APR of 29.99% variable.

Manage Your Account Online at www.Discover.com

- Securely access statements and free online tools, pay bills online and track and view all transactions simply and easily
- Make your money worth moreSM—find easy ways to earn and redeem cash rewards
- NEW! Access your account securely through your mobile phone

3 Easy Ways to Contact Us

- Access your account securely at www.Discover.com
- Call 1-800-DISCOVER (1-800-347-2683) Please have your Discover® card available.
- Write to us at Discover, PO Box 30943, Salt Lake City, UT 84130 (Not a payment address)

For payments, please send to address on remittance or Discover, PO Box 6103, Carol Stream, IL 60197-6103

For TDD (Telecommunications Device for the Deaf) assistance, please call 1-800-347-7449.

Transactions

	Trans. Date	Post Date		
Payments and Credits	Oct 20	Oct 20	PHONE PAYMENT - THANK YOU	\$ -1,102.20
Merchandise	Oct 5	Oct 5	TARGET LONG BEACH CA	\$ 18.05
	Oct 8	Oct 8	SPORT CHALE00000240401 LONG BEACH CA	40.77
	Oct 11	Oct 11	REDBOX *DVD RENTAL 866-733-2693 IL 42874066SJ3N7TRX	1.09
	Oct 14	Oct 14	PERFORMANCE BIKE SHOP LONG BEACH CA 001014225204003	169.60
	Oct 16	Oct 16	ROSS STORES 00307 LONGBEACH CA	29.33
	Oct 17	Oct 17	SPORTS AUTH00006361099 LONG BEACH CA	30.15
	Oct 17	Oct 17	BIG 5 SPTG GDS-0171 LONG BEACH (PCA	45.63
	Oct 21	Oct 21	NFI*WWW.NETFLIX.COM/CC NETFLIX.COM CA	17.39

Paperless statements mean less clutter, more convenience

Easily access up to 24 months of downloadable, password protected statements.

- See your statement as soon as it's available rather than wait for it to arrive in your mailbox.
- Get helpful payment reminders through e-mail or text messages on your mobile phone.
- Print a paper copy of your statement anytime.
- Sign up today at Discover.com/paperless

©2010 Discover Bank. Member FDIC

PAPER.0310

Transactions (cont.)

	Trans. Date	Post Date	Description	Amount
Restaurants	Oct 6	Oct 6	MARRIS PIZZA LONG BEACH CA	37.45
	Oct 10	Oct 10	TACO SURF SEAL BEACH CA	37.07
	Oct 20	Oct 20	JOHN'S HAMBURGERS LONG BEACH CA	36.54
	Oct 22	Oct 22	18 LUCILLES LONG BEA LONG BEACH CA 000318	13.75
	Oct 22	Oct 22	18 LUCILLES LONG BEA LONG BEACH CA 000358	57.91
Other/Miscellaneous Gasoline	Sep 25	Sep 25	CREDIT SCORE TRACKER 888-201-1440 UT	6.99
	Sep 22	Sep 25	UNION 76 LONG BEACH CA	91.32
	Sep 25	Sep 25	0091324 CHEVRON 0091 PACIFIC PALISCA	6.22
	Oct 3	Oct 3	UNION 76 LONG BEACH CA	18.82
	Oct 7	Oct 7	UNION 76 LONG BEACH CA	85.94
	Oct 12	Oct 12	UNION 76 LONG BEACH CA	15.28
	Oct 12	Oct 12	SHELL 57444586101 LA CANADA FLICA	12.17
	Oct 13	Oct 13	EXXONMOBIL LONG BEACH CA	65.64
	Oct 16	Oct 16	0096074 CHEVRON 0096 SYLMAR CA	68.07
	Oct 23	Oct 23	0097876 CHEVRON 0097 GORMAN CA	88.26
Automotive Travel/Entertainment	Sep 30	Sep 30	HOOBAN TOYOTA OF L LONG BEACH CA	2,302.65
	Oct 8	Oct 8	REDBOX *DVD RENTAL OAKBRKTERRACEIL 42874066SJ3N7TRX	2.18
	Oct 9	Oct 9	REDBOX *DVD RENTAL OAKBRKTERRACEIL 42329760CW9JRDY	1.09
	Oct 22	Oct 22	LA FITNESS IRVINE CA	25.99
Services	Oct 22	Oct 22	LA FITNESS IRVINE CA	25.99
	Sep 27	Sep 27	AAA CA MEMBERSHIP-WEB COSTA MESA CA	63.50
	Oct 1	Oct 1	PAYPAL *KNOTTSBERRY 4029357733 CA <i>william</i>	83.00
	Oct 6	Oct 6	PAYPAL *VFRDISCUSS 4029357733 CA <i>VFR</i>	10.00
	Oct 7	Oct 7	PAYPAL *SPROCKET CE 402-935-7733 CA <i>VFR</i> 4FN222CWAY58C	196.73
	Oct 13	Oct 13	PAYPAL *KNOTTSBERRY 4029357733 CA <i>Math</i>	46.00
Supermarkets	Oct 13	Oct 13	PAYPAL *ONEWHEELJUN 4029357733 CA <i>Tanna</i>	19.99
	Sep 25	Sep 25	RUSTIC CANYON LLC AGOURA CA	10.15
	Sep 30	Sep 30	#06154 ALBERTSONS LONG BEACH CA	26.02
	Oct 8	Oct 8	STATERBROS160 LONG BEACH CA	72.51
	Oct 10	Oct 10	#06154 ALBERTSONS LONG BEACH CA	28.84
	Oct 12	Oct 12	TRADER JOE'S #194 QPS LONG BEACH CA	58.39
	Oct 17	Oct 17	#06154 ALBERTSONS LONG BEACH CA	27.64
	Oct 11	Oct 11	LBMCC PATIENT PAYME 714-377-2908 CA <i>Edu. Taxes</i>	110.50
Medical Services Education	Oct 11	Oct 11	MILLIKAN HS-WEB 562-425-7441 CA	22.00

SDS6RA01006521 7

C. NEW OWNER'S ADDRESS _____ APT NUMBER _____

D. CITY _____ STATE _____ ZIP CODE _____

F. SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME _____ FIRST _____

H. SELLER'S OR LESSEE'S ADDRESS _____ APT NUMBER _____

J. CITY _____ STATE _____ ZIP CODE _____

G. ODOMETER READING (NO TENTHS) _____

E. DATE OF SALE OR LEASE RETURN
MO. _____ DAY _____ YR _____

G. SELLING PRICE (NO CENTS) _____ WHOLE DOLLARS

I. SELLER'S OR LESSEE'S SIGNATURE
X _____

VEHICLE ID NUMBER **JTDKB20UX7** [REDACTED] YR. MODEL MAKE **2007 TOYT** PLATE NUMBER [REDACTED]

REG 138A (REV. 8/2007)

**STATE OF CALIFORNIA
CERTIFICATE OF TITLE**

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER **JTDKB20UX7** [REDACTED] YR. MODEL MAKE **2007 TOYT** PLATE NUMBER [REDACTED]

BODY TYPE MODEL **4H** UNLADEN WEIGHT _____ FUEL _____ TRANSFER DATE **04/15/08** FEES PAID **\$15** REGISTRATION EXPIRATION DATE **01/20/2009**

YR 1ST SOLD **2007** CLASS **EQ** YR **2008** MO **PS** EQUIPMT/TRUST NUMBER _____ ISSUE DATE **05/07/08**

MOTORCYCLE ENGINE NUMBER _____ ODOMETER DATE **04/15/2008** ODOMETER READING **28738 MI**

ACTUAL MILEAGE

LONG BEACH CA [REDACTED]

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ X _____ DATE SIGNATURE OF REGISTERED OWNER

1b. _____ X _____ DATE SIGNATURE OF REGISTERED OWNER

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 _____ (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFeree/BUYER SIGNATURE(S)
	X		X
PRINTED NAME OF SELLER OR AGENT SIGNING FOR A COMPANY		PRINTED NAME OF BUYER OR AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

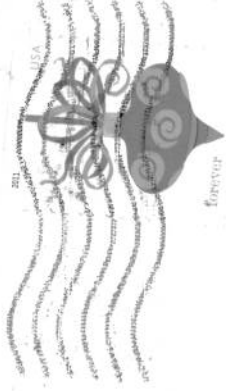
2. X _____
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date _____

KEEP IN A SAFE PLACE - VOID IF ALTERED

[Redacted]
Long Beach CA

SANTA ANA CA 92705

22 JAN 2013 PM 6 1



WC10

Toyota Motor Sales, USA Inc.
Toyota Customer Experience WC10
19001 S. Western Ave.
Torrance, CA 90509

90501\$1196 0009



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

Back to My Verizon



Conversations Contacts Calendars Settings

Email (3)

Compose

Inbox (3)

Sent

Drafts (1)

SpamDetector (100 Empty)

Trash (212) Empty

My Folders

-- No Folders --

Message Center Storage

Inbox (4) Toyota Reimbursement C

Delete Spam Move To Actions



Toyota_info_only@Toy | Add to Contacts

Thursday, Mar 21 01:43 PM | Hide Details | View source

reply-to Toyota_info_only@Toyota.com
to campuzanos2@verizon.net

Toyota Reimbursement Case #1301290595

Dear Mr [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We received your request for reimbursement review under the Service Campaign SSC (

We have considered the documents you provided and the following information is need
â€¢ Repair order from an authorized Toyota dealership showing completion of SSC COT

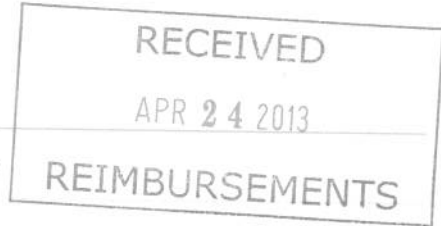
Please include your reimbursement-case number, 1301290595, on your paperwork and
Toyota Motor Sales, USA
Department WC10
19001 S. Western Avenue
Torrance, CA 90509
Fax 310-381-7756

Should you require any additional information, please contact our Customer Experience

Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.

Please do not attempt to respond to this message. We cannot accept electronic replies





HOOUMAN TOYOTA • SCION OF LONG BEACH

1775 XIMENO AVENUE
LONG BEACH, CA 90815
(562) 494-4444



FOR YOUR CONVENIENCE OUR SERVICE & PARTS DEPARTMENT HOURS ARE:

MON. - FRI. 7:00 AM - 7:00 PM • SAT. 7:00 AM - 6:00 PM • SUN. 8:00 AM - 2:00 PM

www.hoomanautomotive.com

CELL: 562-552-8256

CUSTOMER NO. 21845	ADVISOR OSCAR REYES	8155	TAG NO. 612	INVOICE DATE 04/13/13	INVOICE NO. TOCS165854
	LABOR RATE		MILEAGE 81,609	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 07/TOYOTA/PRIUS/4DR SDN HYBRID TOUR			DELIVERY DATE 01/18/07	DELIVERY MILES
LONG BEACH, CA	VEHICLE I.D. NO. J T D K B 2 0 U X 7 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 04/13/13	
	BUSINESS PHONE		COMMENTS		MO: 81609

JOB# 1 CHARGES						
LABOR	STEERING/SUSPENSION				TECH(S):53329	WARRANTY
J# 1 45TOZ	COT RECALL STEERING INTERMEDIATE SHAFT					
COMPLETED RECALL COT -						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY	
	1	04001-41212	EXTENSION KIT. ST		0.00	
				TOTAL - PARTS		
JOB# 1 TOTALS						
JOB# 1 JOURNAL PREFIX TOCS					JOB# 1 TOTAL	0.00
JOB# 2 CHARGES						
LABOR	RENTAL				TECH(S):53329	INTERNAL
J# 2 70TOZ03						
RENTAL						
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL	
	52299	33929	04/13/13	RENTAL-LNG-33929	0.00	
				TOTAL - SUBLET		
JOB# 2 TOTALS						
JOB# 2 JOURNAL PREFIX TOCS					JOB# 2 TOTAL	0.00
JOB# 3 CHARGES						
LABOR	M.P.I. INSP				TECH(S):53329	INTERNAL
J# 3+10TOZLAMP1						
PERFORM M.P.I. WORLD CLASS INSPECTION						
COMPLETED M.P.I. INSPECTION						
JOB# 3 TOTALS						
JOB# 3 JOURNAL PREFIX TOCS					JOB# 3 TOTAL	0.00

PAID
APR 13 2013
BY: _____

Re-imbursement Case # 1301290595

BAR # ARD252439 • EPA # CAL000329166
The Toyota and Reynolds Company Form # 5310 Q (01/12)

LongBeach CA

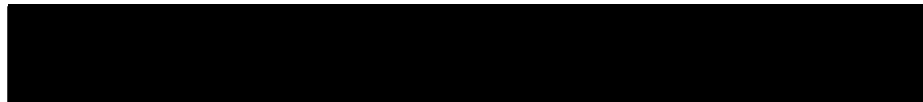
SANTA ANA CA 926

22 APR 2013 PM 9 L



TOYOTA MOTOR SALES, USA
DEPT. WC10
19001 S. WESTERN AVE.
TORRANCE CA 90509

WC10



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT

LETTER

FAX

TO: TOYOTA CUSTOMER EXPERIENCE FROM [REDACTED]
WC10

FAX:
310-381-7756

PHONE: 800-331-4331

SUBJECT: REIMBURSTMENT

DATE: February 7, 2013

COMMENTS:

Customer Experience Center:

Per our phone call conversation I am faxing:

CASE # 1302072205

[REDACTED]
SIMI VALLEY, CA [REDACTED]
[REDACTED]

Copy of: Repair order form from Findley Toyota Flagstaff

Tow: Sandoval's Tire Auto & RV repair – tow from Grand Canyon where we lost steering to nearest facility that could repair our Prius.

Repair in Flagstaff – invoice from Findlay Toyota showing intermediate shaft replacement repair required to make car drivable.

DCH Toyota Simi Valley Safety recall invoice- shaft was not replaced only the bolts.

Proof of ownership- CA registration

CUSTOMER #: 35714

721347



Hours of Operation
Service 7:30 to 6:00 M-F
Service 8:00 to 4:00 Sat
Sales 8:00 to 7:00 M-Thur
Closed on Sunday

INVOICE

5030 E Marketplace Drive
Flagstaff, AZ 86004
Main (928) 779-2445
Fax (928) 527-7306

PAGE 1

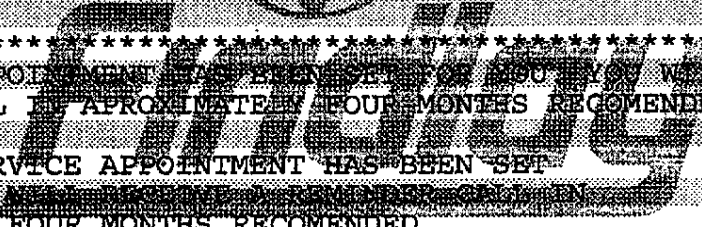
SIMI VALLEY, CA

SERVICE ADVISOR: 26000 LESLIE LINDQUIST

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 Prius.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains repair details for steering and wheel alignment.

REPLACED STEERING SHAFT AND SPIRAL CABLE AND ALIGNED VEHICLE. CALIBRATED SENSOR. BSRM YOUR NEXT SERVICE APPOINTMENT HAS BEEN SET FOR YOU. YOU WILL RECEIVE A REMINDER CALL BY APPROXIMATELY FOUR MONTHS RECOMMENDED MAINTENANCE.



Toyota Flagstaff

MAY 03 2011
BY: MC

Table with columns: DESCRIPTION, TOTALS. Includes sections for 'ON BEHALF OF SERVICING DEALER', 'STATEMENT OF DISCLAIMER', and a summary of charges (LABOR AMOUNT, PARTS AMOUNT, etc.).

3/6



CUSTOMER #: 148021

395618

DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

PAGE 2

SIMI VALLEY, CA
HOME:
BUS:

SERVICE ADVISOR: 5675 Brendan Escovedo

BAR # ARD195959 EPA # CAL000331854

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	09	TOYOTA PRIUS	JTDKB20UX93		63350/63351	T4686	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02NOV08	DD02NOV08		19:00 07FEB13			CASH	07FEB13
R.O. OPENED	READY	OPTIONS: ENG:1.5_Liter TRN:TEC11623964					
08:52 07FEB13	12:37 07FEB13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SPECIFICATION - FRONT REAR							
LAMP1 DEFAULT							
5308 ITSA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

ALL TIRES AT 32PSI 8/32 WE HAVE SCHEDULED YOUR NEXT MAINTENANCE ON
 () MON () TUES () WED () THURS () FRI () SAT
 DATE: _____ AT _____ a.m./p.m.
 * We will confirm your appointment via email*

I authorize DCH Toyota of Simi Valley to contact me at my above noted telephone number on any matter concerning my vehicle.

X

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						DISCOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			SALES TAX	0.00	
						PLEASE PAY THIS AMOUNT	0.00

4/6

CUSTOMER #: 148021

395618



DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

PAGE 1

SIMI VALLEY, CA
HOME:
BUS:

BAR # ARD195959 EPA # CAL000331854

SERVICE ADVISOR: 5675 Brendan Escovedo

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	09	TOYOTA PRIUS	JTDKB20UX9		63350/63351	T4686	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02NOV08	DD02NOV08		19:00 07FEB13			CASH	07FEB13
R.O. OPENED	READY	OPTIONS: ENG:1.5_Liter TRN:TEC11623964					
08:52 07FEB13	12:37 07FEB13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
SAFETY RECALL COT - 2004 - CERTAIN 2009 MODEL YEAR PRIUS VEHICLES							
STEERING INTERMEDIATE EXTENSION SHAFT							
CAUSE: SERVICE CAMPAIGN STEERING SHAFT							
2510LA COT INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS							
5308 WT93 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: SC							
AUTH CODE:							

SUBL SUBLET REPAIRS							
WT93 (N/C)							
FC:							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B SAFETY RECALL COU 2004 TO CERTAIN 2009 MODEL YEAR PRIUS VEHICLES							
HYBRID ELECTRIC WATER PUMP							
CAUSE: SERVICE CAMPAIGN WATER PUMP							
2508LA REPLACE THE HV ELECTRIC WATER PUMP - PRIUS							
5308 WT93 (N/C)							
1 04000-32528 HV ELECTRIC WATER PU (N/C)							
1 00272-SLLC2 SUPER LONG LIFE COOL (N/C)							
FC:							
PART#: 04000-32528							
COUNT: 1							
CLAIM TYPE: SC							
AUTH CODE:							
I authorize DCH Toyota of Simi Valley to contact me at my above noted telephone number on any matter concerning my vehicle.							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

THE DCH EXPERIENCE - PERFORM COMPLIMENTARY DCH MULTIPOINT VISUAL INSPECTION AND ADJUST TIRE PRESSURE TO MANUFACTURE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						DISCOUNT	
						SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				PLEASE PAY THIS AMOUNT	

5/6

A Public Service of the State

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



A Public Service of the State

REGISTRATION CARD VALID FROM: 11/08/2012 TO: 11/08/2013

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
TOYT	2009	2008	BZ	2009	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	TY					JTDKB20UX9 [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC			STICKER ISSUED
AUTOMOBILE	11/07/12	56	11/07/12	9			[REDACTED]
	PR/HIST: SALVAGED						PR EXP DATE: 11/08/2012

REGISTERED OWNER



AMOUNT PAID
\$ 117.00

AMOUNT DUE	AMOUNT RECVD
\$ 117.00	CASH :
	CHCK : 117.00
	CRDT :

SIMI VALLEY
CA



LIENHOLDER

6/6

H05 C81 5T 0011700 0029 CS H05 110712 11 6JSH869 043



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

FAX

TO: TOYOTA CUSTOMER EXPERIENCE
WC10

FROM: [REDACTED]

FAX: 310-
381-7756

PHONE: 800-331-4331

SUBJECT: REIMBURSTMENT

DATE: April 18, 2013

COMMENTS:

Customer Experience Center: :

CASE # 1302072205

[REDACTED]
SIMI VALLEY, CA [REDACTED]
[REDACTED]

Copy of: Proof of payment for the towing charges.

For: Sandoval's Tire Auto & RV repair – copy of credit card statement.

Should you need additional information please e-mail or call.

Payment Due Date: 06/08/11 New Balance: \$2,977.41 Past Due Amount: \$0.00 Minimum Payment: \$29.00



Case # 1302072205

Account number [REDACTED]

\$ [REDACTED]

Make your check payable to:
Chase Card Services.
Please write amount enclosed.
New address or e-mail? Print on back.



CARDMEMBER SERVICE
PO BOX 94014
PALATINE IL 60094-4014



Manage your account online:
www.chase.com/united

Additional contact information
conveniently located on reverse side

ACCOUNT SUMMARY

Account Number	[REDACTED]
Previous Balance	\$381.59
Payment, Credits	-\$381.59
Purchases	+\$2,977.41
New Balance	\$2,977.41
Opening/Closing Date	04/12/11 - 05/11/11
Credit Access Line	\$35,000
Available Credit	\$32,022
Cash Access Line	\$7,000
Available for Cash	\$7,000

PAYMENT INFORMATION

New Balance	\$2,977.41
Payment Due Date	06/08/11
Minimum Payment Due	\$29.00

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$35.00 and your APR's will be subject to increase to a maximum Penalty APR of 29.99%.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	14 years	\$5,594
\$101	3 years	\$3,641 (Savings=\$1,953)

If you would like information about credit counseling services, call 1-866-797-2885.

MILEAGE PLUS MILES EARNED

Miles earned this statement from purchases	2,978	Thank you for choosing the United Mileage Plus MasterCard! Please visit www.united.com/chase to see all of your redemption options! 1-800-421-4655 (Mileage Plus) 1-800-241-6522 (Reservations)
Total miles earned this statement	2,978	
Total miles transferred to United	2,978	
Year to date miles earned on credit card	7,190	

Your United Mileage Plus MasterCard allows you to earn unlimited miles for your everyday spend! You earn 1 mile for every \$1 you spend on purchases. Add authorized users, and sign up to have your monthly bills charged to your card - why not get miles for all those purchases too?

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
PAYMENTS AND OTHER CREDITS		
05/07	Payment - Thank You	-381.59
PURCHASES		
04/16	LA TRANSIT-UNIVERSAL C HOLLYWOOD CA	12.00
04/18	SUPERCUTS 8038 SIMI VALLEY CA	16.00
04/20	ACT*ROYAL STORETBL 877-228-4881 CA	94.77
04/21	VCR*VENETIANSHOWROOM 702-414-3055 NV	361.70
04/22	HOOVER DAM BOULDER CITY NV	40.00
04/21	CARLJR1100636 1100636B BARSTOW CA	21.14
04/21	New York Pizza & Pasta Las Vegas NV	33.38
04/23	EMBASSY SUITES CONV CT LAS VEGAS NV	239.90
04/24	ALTA SKI AREA ALTA UT	72.00
04/24	ALTA SPORTS ALTA UT	41.17
04/26	SMOKY MOUNTAIN PIZZA & SANDY UT	18.46
04/27	CANYONLANDS NP-ISKY ES MOAB UT	80.00

2 of 3

Case #
 130207225

ACCOUNT ACTIVITY (CONTINUED)

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
04/27	CITY-MARKET #0410 MOAB UT	10.58
04/28	LA QUINTA INNSUITES MOAB UT	100.20
04/30	SANDOVAL'S TIRE AN WILLIAMS AZ	445.00
04/30	ALBERTSONS #0967 FLAGSTAFF AZ	25.89
04/29	MASWIK LODGE GRAND CANYON AZ	186.39
05/01	SALSA BRAVA FLAGSTAFF AZ	60.66
05/03	FINDLAY TOYOTA FLAGSTA FLAGSTAFF AZ	1,010.57
05/09	ALBERTSONS #6363 SIMI VALLEY CA	11.10
05/09	TRADER JOE'S #030 QPS SIMI VALLEY CA	15.67
05/09	PAVILIONS STOR0026922 SIMI VALLEY CA	43.00
05/09	RALPHS #0052 SIMI VALLEY CA	37.83

2011 Totals Year-to-Date	
Total fees charged in 2011	\$0.00
Total interest charged in 2011	\$0.00

Year-to-date totals reflect all charges minus any refunds applied to your account.

INTEREST CHARGES

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance Type	Annual Percentage Rate (APR) 30 Days In Cycle	Balance Subject To Interest Rate	Interest Charges	Accrued Interest Charges
Purchases	13.49% (v)	\$0.00	\$0.00	\$0.00
Cash Advances	19.24% (v)	\$0.00	\$0.00	\$0.00
Balance Transfer	13.49% (v)	\$0.00	\$0.00	\$0.00

(v) = Variable Rate
 Please see Information About Your Account section for the Calculation of Balance Subject to Interest Rate, Annual Renewal Notice, How to Avoid Interest on Purchases, and other important information, as applicable.

IMPORTANT NEWS

Shop for the special mom, dad or grad in your life and earn 30 miles per \$1 spent plus 200 bonus miles with FTD. Choose from fresh flowers, plants, chocolates and so much more. Visit www.ftd.com/uaimpvisa or call 1-800-SEND-FTD, identify yourself as a Chase cardmember and use code 19046.

3 of 3

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

FAX

TO: TOYOTA CUSTOMER EXPERIENCE FROM [REDACTED]
WC10

FAX:
310-381-7756

PHONE: 800-331-4331

SUBJECT: REIMBURSTMENT

DATE: February 7, 2013

COMMENTS:

Customer Experience Center:

Per our phone call conversation I am faxing:

CASE # 1302072205

[REDACTED]
SIMI VALLEY, CA [REDACTED]
[REDACTED]

Copy of: Repair order form from Findley Toyota Flagstaff

Tow: Sandoval's Tire Auto & RV repair – tow from Grand Canyon where we lost steering to nearest facility that could repair our Prius.

Repair in Flagstaff – invoice from Findlay Toyota showing intermediate shaft replacement repair required to make car drivable.

DCH Toyota Simi Valley Safety recall invoice- shaft was not replaced only the bolts.

Proof of ownership- CA registration

CUSTOMER #: 35714

721347



Hours of Operation
Service 7:30 to 6:00 M-F
Service 8:00 to 4:00 Sat
Sales 8:00 to 7:00 M-Thur
Closed on Sunday

INVOICE

5030 E Marketplace Drive
Flagstaff, AZ 86004
Main (928) 779-2445
Fax (928) 527-7306

PAGE 1

SIMI VALLEY, CA

SERVICE ADVISOR: 26000 LESLIE LINDQUIST

HOME [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

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.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

THERE IS NO STEERING

CAUSE: INSPECTED, FOUND INTERMEDIATE SHAFT DAMAGED AND SPIRAL CABLE IS DAMAGED

DRIV DRIVEABILITY

Table with columns: Description, CPT, HOURS, LIST, NET, TOTAL. Includes items like 10061 CPT 3.50, 84306-0E010 CABLE SUB-ASSY, SPIR, 45221-47041 SHAFT, STEERING INTE.

4WA 4 WHEEL ALIGNMENT

Table with columns: Description, CPT, HOURS, LIST, NET, TOTAL. Includes item 10061 CPT 1.50.

PARTS: 527.77 LABOR: 432.95 OTHER: 0.00 TOTAL LINE A: 960.72

REPLACED STEERING SHAFT AND SPIRAL CABLE AND ALIGNED VEHICLE.

CALIBRATED SENSOR.

BY YOUR NEXT SERVICE APPOINTMENT, YOU WILL RECEIVE

A REMINDER CALL BY APPROXIMATELY FOUR MONTHS RECOMMENDED

MAINTENANCE

BSRM YOUR NEXT SERVICE APPOINTMENT HAS BEEN SET

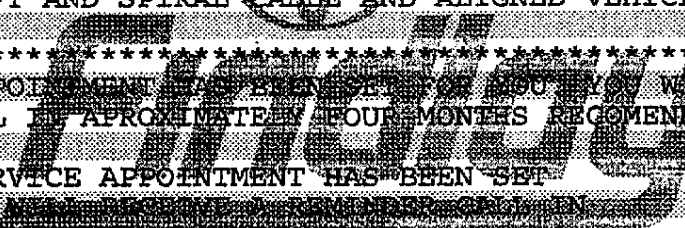
FOR YOU. YOU WILL RECEIVE A REMINDER CALL

APPROXIMATELY FOUR MONTHS RECOMMENDED

MAINTENANCE

Table with columns: Description, CPT, HOURS, LIST, NET, TOTAL. Includes item 10061 CPT 0.00.

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



MAY 03 2011
BY: MC

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN...

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied...

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

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

CUSTOMER SIGNATURE

3/6



CUSTOMER #: 148021

395618

DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

PAGE 2

SIMI VALLEY, CA
HOME:
BUS:

SERVICE ADVISOR: 5675 Brendan Escovedo

BAR # ARD195959 EPA # CAL000331854

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	09	TOYOTA PRIUS	JTDKB20UX93		63350/63351	T4686	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02NOV08	DD02NOV08		19:00 07FEB13			CASH	07FEB13
R.O. OPENED	READY	OPTIONS: ENG:1.5_Liter TRN:TEC11623964					
08:52 07FEB13	12:37 07FEB13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SPECIFICATION - FRONT REAR							
LAMP1 DEFAULT							
5308 ITSA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

ALL TIRES AT 32PSI 8/32 WE HAVE SCHEDULED YOUR NEXT MAINTENANCE ON

() MON () TUES () WED () THURS () FRI () SAT

DATE: _____ AT _____ a.m./p.m.

* We will confirm your appointment via email*

I authorize DCH Toyota of Simi Valley to contact me at my above noted telephone number on any matter concerning my vehicle.

X

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						DISCOUNT	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
							0.00

4/6

CUSTOMER #: 148021

395618



DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

PAGE 1

SIMI VALLEY, CA
HOME:
BUS:

BAR # ARD195959 EPA # CAL000331854

SERVICE ADVISOR: 5675 Brendan Escovedo

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a silver 2009 Toyota Prius with VIN JTDKB20UX9.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains safety recall information for steering shaft extension.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Shows 0.00 for all categories.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains safety recall information for water pump replacement.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Shows 0.00 for all categories.

THE DCH EXPERIENCE - PERFORM COMPLIMENTARY DCH MULTIPOINT VISUAL INSPECTION AND ADJUST TIRE PRESSURE TO MANUFACTURE

Form with sections for Original Estimate, Revised Estimate, and a signature area for the customer and dealership representative.

5/6

A Public Service of the State

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



A Public Service of the State

REGISTRATION CARD VALID FROM: 11/08/2012 TO: 11/08/2013

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
TOYT	2009	2008	BZ	2009	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	TY					JTDKB20UX9 [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC			STICKER ISSUED
AUTOMOBILE	11/07/12	56	11/07/12	9			[REDACTED]
	PR/HIST: SALVAGED						PR EXP DATE: 11/08/2012

REGISTERED OWNER



AMOUNT PAID \$ 117.00

AMOUNT DUE	AMOUNT RECVD
\$ 117.00	CASH :
	CHCK : 117.00
	CRDT :

SIMI VALLEY CA



LIENHOLDER

6/6

H05 C81 5T 0011700 0029 CS H05 110712 11 6JSH869 043



DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

FAX

TO: TOYOTA CUSTOMER EXPERIENCE
WC10

FROM: [REDACTED]

FAX: 310-
381-7756

PHONE: 800-331-4331

DATE: April 18, 2013

SUBJECT: REIMBURSTMENT

COMMENTS:

Customer Experience Center: :

CASE # 1302072205

[REDACTED]
SIMI VALLEY, CA [REDACTED]
[REDACTED]

Copy of: Proof of payment for the towing charges.

For: Sandoval's Tire Auto & RV repair – copy of credit card statement.

Should you need additional information please e-mail or call.

1 of 3

Payment Due Date: 06/08/11 New Balance: \$2,977.41 Past Due Amount: \$0.00 Minimum Payment: \$29.00



Case # 1302072205

Account number [REDACTED]

\$ [REDACTED]

Make your check payable to:
Chase Card Services.
Please write amount enclosed.
New address or e-mail? Print on back.



CARDMEMBER SERVICE
PO BOX 94014
PALATINE IL 60094-4014



Manage your account online:
www.chase.com/united

Additional contact information
conveniently located on reverse side

ACCOUNT SUMMARY

Account Number [REDACTED]	
Previous Balance	\$381.59
Payment, Credits	-\$381.59
Purchases	+\$2,977.41
New Balance	\$2,977.41
Opening/Closing Date	04/12/11 - 05/11/11
Credit Access Line	\$35,000
Available Credit	\$32,022
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Available for Cash	\$7,000

PAYMENT INFORMATION

New Balance	\$2,977.41
Payment Due Date	06/08/11
Minimum Payment Due	\$29.00

Late Payment Warning: If we do not receive your minimum payment by the date listed above, you may have to pay a late fee of up to \$35.00 and your APR's will be subject to increase to a maximum Penalty APR of 29.99%.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Only the minimum payment	14 years	\$5,594
\$101	3 years	\$3,641 (Savings=\$1,953)

If you would like information about credit counseling services, call 1-866-797-2885.

MILEAGE PLUS MILES EARNED

Miles earned this statement from purchases	2,978	Thank you for choosing the United Mileage Plus MasterCard! Please visit www.united.com/chase to see all of your redemption options! 1-800-421-4655 (Mileage Plus) 1-800-241-6522 (Reservations)
Total miles earned this statement	2,978	
Total miles transferred to United	2,978	
Year to date miles earned on credit card	7,190	

Your United Mileage Plus MasterCard allows you to earn unlimited miles for your everyday spend! You earn 1 mile for every \$1 you spend on purchases. Add authorized users, and sign up to have your monthly bills charged to your card - why not get miles for all those purchases too?

ACCOUNT ACTIVITY

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
PAYMENTS AND OTHER CREDITS		
05/07	Payment - Thank You	-381.59
PURCHASES		
04/16	LA TRANSIT-UNIVERSAL C HOLLYWOOD CA	12.00
04/18	SUPERCUTS 8038 SIMI VALLEY CA	16.00
04/20	ACT*ROYAL STORETBL 877-228-4881 CA	94.77
04/21	VCR*VENETIANSHOWROOM 702-414-3055 NV	361.70
04/22	HOOVER DAM BOULDER CITY NV	40.00
04/21	CARLJR1100636 1100636B BARSTOW CA	21.14
04/21	New York Pizza & Pasta Las Vegas NV	33.38
04/23	EMBASSY SUITES CONV CT LAS VEGAS NV	239.90
04/24	ALTA SKI AREA ALTA UT	72.00
04/24	ALTA SPORTS ALTA UT	41.17
04/26	SMOKY MOUNTAIN PIZZA & SANDY UT	18.46
04/27	CANYONLANDS NP-ISKY ES MOAB UT	80.00

2 of 3

Case #
 130207225

ACCOUNT ACTIVITY (CONTINUED)

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
04/27	CITY-MARKET #0410 MOAB UT	10.58
04/28	LA QUINTA INNSUITES MOAB UT	100.20
04/30	SANDOVAL'S TIRE AN WILLIAMS AZ	445.00
04/30	ALBERTSONS #0967 FLAGSTAFF AZ	25.89
04/29	MASWIK LODGE GRAND CANYON AZ	186.39
05/01	SALSA BRAVA FLAGSTAFF AZ	60.66
05/03	FINDLAY TOYOTA FLAGSTA FLAGSTAFF AZ	1,010.57
05/09	ALBERTSONS #6363 SIMI VALLEY CA	11.10
05/09	TRADER JOE'S #030 QPS SIMI VALLEY CA	15.67
05/09	PAVILIONS STOR0026922 SIMI VALLEY CA	43.00
05/09	RALPHS #0052 SIMI VALLEY CA	37.83

2011 Totals Year-to-Date	
Total fees charged in 2011	\$0.00
Total interest charged in 2011	\$0.00

Year-to-date totals reflect all charges minus any refunds applied to your account.

INTEREST CHARGES

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Balance Type	Annual Percentage Rate (APR) 30 Days In Cycle	Balance Subject To Interest Rate	Interest Charges	Accrued Interest Charges
Purchases	13.49% (v)	\$0.00	\$0.00	\$0.00
Cash Advances	19.24% (v)	\$0.00	\$0.00	\$0.00
Balance Transfer	13.49% (v)	\$0.00	\$0.00	\$0.00

(v) = Variable Rate
 Please see Information About Your Account section for the Calculation of Balance Subject to Interest Rate, Annual Renewal Notice, How to Avoid Interest on Purchases, and other important information, as applicable.

IMPORTANT NEWS

Shop for the special mom, dad or grad in your life and earn 30 miles per \$1 spent plus 200 bonus miles with FTD. Choose from fresh flowers, plants, chocolates and so much more. Visit www.ftd.com/uaimpvisa or call 1-800-SEND-FTD, identify yourself as a Chase cardmember and use code 19046.

3 of 3

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

CONSUMER COMPLAINT
LETTER

FAX

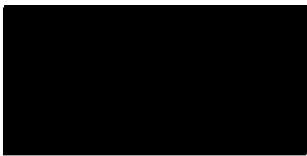
To: TOYOTA Customer Experience **From:** [REDACTED]
Fax: (310) 381-7756 **Pages:** 3
Phone: (800) 331-4331 **Date:** 7.1.2013
Re: Case #1302081673 **CC:** [Type text]

Urgent For Review Please Comment Please Reply Please Recycle

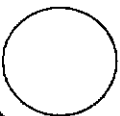
Comments:

Per our conversation last week you needed more information on the statement from Sandova Tire Auto & RV repair. Please note attached statement and copy of the credit card statement.

Thank you for your help. Please do not hesitate to call if you need additional information.



7.1.2013



1/3



Case #
 1000000000

ACCOUNT ACTIVITY (CONTINUED)

Date of Transaction	Merchant Name or Transaction Description	\$ Amount
04/27	CITY-MARKET #0410 MOAB UT	10.58
04/28	LA QUINTA INNSUITES MOAB UT	100.20
04/30	SANDOVAL'S TIRE AN WILLIAMS AZ	445.00
04/30	ALBERTSONS #0967 FLAGSTAFF AZ	25.89
04/29	MASWIK LODGE GRAND CANYON AZ	186.39
05/01	SALSA BRAVA FLAGSTAFF AZ	60.66
05/03	FINDLAY TOYOTA FLAGSTA FLAGSTAFF AZ	1,010.57
05/09	ALBERTSONS #6363 SIMI VALLEY CA	11.10
05/09	TRADER JOE'S #030 QPS SIMI VALLEY CA	15.67
05/09	PAVILIONS STOR00026922 SIMI VALLEY CA	43.00
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DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2006 TOYOTA PRIUS(1224)

JTDKB20U063 [REDACTED]

VEHICLE DETAILS

Product: 2006 TOYOTA PRIUS 1224

VIN: [REDACTED]

Original Selling Dealer: MAGNUSSEN'S
TOY/PALO ALTO (04454)

DOFU: 03/31/2006

Model Description: PRIUS HYBRID GAS/ELEC SDN

Built Date:03/02/2006

Exterior color: BARCELONA RED MET. (03R3)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: BEIGE/TAUPE (FE41)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	10/04/11	PREMIER TOYOTA OF AMHERST
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	10/04/11	PREMIER TOYOTA OF AMHERST
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	02/13/13	PREMIER TOYOTA OF AMHERST

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
08/16/2012	04/18/2013	78,000	TOYOTA MOTOR SALES-(82430)		0142273	\$589.11
----	02/13/2013	81,193	PREMIER TOYOTA OF AMHERST-(34121)	WHITE, S	0151272	\$66.82

Condition 1**Op Code Desc:**C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS

C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS -[-]TOYOTA RECALL FOR THE C0T -[-]COT CAMPAIGN -[-]81193 COT CAMPAIGN 2510LA 70 INSPECTED STEERING SHAFT AND REPLACED BOLT

Pay Type:

WARRANTY PAY

SSC No. ----**Agreement ----****Condition 2****Op Code Desc:**SET NEXT SERVICE APPOINTMENT

SET NEXT SERVICE APPOINTMENT -[-]SET NEXT SERVICE APPOINTMENT

Pay Type: INTERNAL
(DEALER) PAY**SSC No. ----****Agreement ----**

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total	
10/04/2011	10/05/2011	62,679	PREMIER TOYOTA OF AMHERST-(34121)	0128302	\$256.15	
10/04/2011	10/05/2011	62,679	PREMIER TOYOTA OF AMHERST-(34121)	0128302	\$82.00	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/04/2011	62,679	PREMIER TOYOTA OF AMHERST-(34121)	DEAN, T	0128302	\$336.47

Condition 1**Op Code Desc:**COMPLIMENTARY QUALITY VEHICLE INSPECTION**Pay Type:**

CUSTOMER PAY

SSC No. ----

COMPLIMENTARY QUALITY VEHICLE INSPECTION ~|~COMPLIMENTARY QUALITY VEHICLE INSPECTION ~|~ Agreement ----
 ~|~62679 NOTE-LOTS OF OIL ON UNDER SIDE OF ENGINE. AND LOUD NOISE IN COLUMN WHEN TURNING
 WHEEL

Condition 2

Op Code Desc:COMPLIMENTARY CAR WASH AND FREE FILL UP OF WASHER SOLVENT

COMPLIMENTARY CAR WASH AND FREE FILL UP OF WASHER SOLVENT ~|~COMPLIMENTARY CAR WASH
 AND FREE FILL UP OF WASHER SOLVENT

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 3

Op Code Desc:ADVISED CUSTOMER WE WOULD RECOMMEND REPLACEMENT OF BOTH HEAD LAMP BULBS QUOTED \$
 ADVISED CUSTOMER WE WOULD RECOMMEND REPLACEMENT OF BOTH HEAD LAMP BULBS QUOTED \$
 ~|~CUSTOMER STATES HAS THE HID HEAD LIGHT BULBS AND THEY ARE INTERMINTELY GOING IN AND
 OUT CHECK AND ADVISE PASSENGER SIDE DOES THIS MORE CUSTOMER WOULD LIKE TO GET PRICES
 ON THE BULBS

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 4

Op Code Desc:90L PEDAL MOD FOR TUNDRA AND PRIUS

90L PEDAL MOD FOR TUNDRA AND PRIUS ~|~TOYOTA RECALL CUSTOMER STATES 90L ~|~SSC 90L
 ~|~62679 SSC 90L 9915M8 90 PERFORMED SSC 90L

Pay Type:
WARRANTY PAY

SSC No. ----

Agreement ----

Condition 5

Op Code Desc:A0N REPLACE HV ELECTRIC WATER PUMP - PRIUS

A0N REPLACE HV ELECTRIC WATER PUMP - PRIUS ~|~TOYOTA RECALL CUSTOMER STATES AON ~|~SSC
 AON ~|~62679 SSC AON 061561 120 PERFORMED SSC AON

Pay Type:
WARRANTY PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/21/2008	10,050	PREMIER TOYOTA OF AMHERST-(34121)		0070112	\$84.00

Condition 1

Op Code Desc:MAINTENANCE SERVICES

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:COMPLIMENTARY CAR WASH AND FREE

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/14/2006	291		AGUIRRE, A	0286129	\$25.00

Condition 1

Op Code Desc:PERFORM COMPLETE MAGNASHIELD PACKAGE

PERFORM COMPLETE MAGNASHIELD PACKAGE ~|~PERFORM COMPLETE MAGNASHIELD PACKAGE

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:RENTAL CAR SUPPLIED WHILE CAR IN FOR REPAIRS AT NO CHARGE.

RENTAL CAR SUPPLIED WHILE CAR IN FOR REPAIRS AT NO CHARGE. ~|~AS PER DUE BILL, RENTAL CAR
 SUPPLIED WHILE CAR IN FOR REPAIRS AT NO CHARGE.

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/28/2006	2		VALUEFF, V	0284653	\$168.00

Condition 1

Op Code Desc:PRE-DELIVERY SERVICE FOR USA INS

PRE-DELIVERY SERVICE FOR USA INS ~|~PRE DELIVERY INSPECTION ~|~ ~|~2 PERFORMED PDI.

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20U157

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224

VIN:
JTDKB20U157

Original Selling Dealer: LARRYHMILLER
TOYSCI BLDR (05054)

DOFU: 01/24/2005

Model Description: PRIUS HYBRID GAS/ELEC SDN

Built Date:12/17/2004

Exterior color: MILLENNIUM SILVER (01C0)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: DARK CHARCOAL (FA18)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
50P-2004 Through Early 2005 Model Year Prius Electronic Control Module Reprogramming	Completed	10/28/05	BOULDER TOYOTA-SCION
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	05/20/11	LARRYHMILLER TOYSCI BLDR
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	04/21/10	BOULDER TOYOTA-SCION
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	03/22/07	BOULDER TOYOTA-SCION
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	01/16/13	LARRYHMILLER TOYSCI BLDR

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/07/2013	81,502	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0498848	\$427.96
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: ENGINE REPAIR GROUP						SSC No. ----
ENGINE REPAIR GROUP ~ ~CUST STATES CHECK ENG LIGHT ON. ~ ~ ~ ~81502 CHECK DTC- P1121=COOLANT FLOW VALVE SENSOR STICKING. NEEDS VALVE						Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)						SSC No. ----
BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~ ~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)						Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: ENGINE REPAIR GROUP						SSC No. ----
ENGINE REPAIR GROUP ~ ~REPLACE COOLANT CONTROL VALVE ~ ~ ~ ~81502 REPLACE COOLANT FLOW CONTROL VALVE ASSY. INCL DIAG TIME						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/16/2013	80,098	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0487341	\$170.67
Condition 1						Pay Type: CUSTOMER PAY

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC
 LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE INTERVAL)
SSC No. ----
Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
SSC No. ----
Agreement ----

Condition 3

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~NO ROTATE
SSC No. ----
Agreement ----

Condition 4

Pay Type:
CUSTOMER PAY

Op Code Desc:LCA MAINTENANCE CONTRACT
 LCA MAINTENANCE CONTRACT ~|~LCA MAINTENANCE CONTRACT
SSC No. ----
Agreement ----

Condition 5

Pay Type:
WARRANTY PAY

Op Code Desc:C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS
 C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS ~|~CUST STATES NOTICE OF COT SSC ~|~. ~|~80098 2510LA PERFORM INSPECTION, STEERING EXTENSION SHAFT OK, REPLACE BOLT 0.7 HR/VEHICLE
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/19/2012	79,468	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0481251	\$251.28

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~CUST STATES VEH WOULDNT SHUT OFF.
SSC No. ----
Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~CUST STATES WHEN VEH DID SHUT OFF HAD TO JUMP CAR TO TURN BACK ON.
SSC No. ----
Agreement ----

Condition 3

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~CHECK BATTERY
SSC No. ----
Agreement ----

Condition 4

Pay Type:
CUSTOMER PAY

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
SSC No. ----
Agreement ----

Condition 5

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~REPLACE BATTERY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/31/2012	78,643	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0475607	\$269.10

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP
SSC No. ----

ENGINE REPAIR GROUP ~|~REPLACE REAR HATCH AND STRIKER ~|~ ~|~78643 REPLACED THE REAR HATCH LATCH AND STRIKER AND ADJUSTED THE OPERATION TO PREVENT BINDING DUE TO IMPACT DAMAGE

Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~SOP HERE

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/07/2012	78,347	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0473694	\$1,538.98

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~REPLACE A/C COMPRESSOR AND CONDENCER ~|~ ~|~78347 REPLACED THE COMPRESSOR AND CONDENSOR. CLEANED OUT THE FRONT OF THE RADIATOR AND BLEW OUT THE AC LINES. EVAC AND RECHARGED

Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

SSC No. ----

BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Agreement ----

Condition 3

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~CUST STATES REAR HATCH STICKS ~|~ ~|~78347 FOUND THE LATCH AND THE HANGER DONT MATCH UP. ACCIDENT DAMAGE

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/22/2012	78,192	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0471977	\$0.00

Condition 1

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~A/C INOP SENCE LAST VISIT AFTER EVAC RECHARGE ~|~ ~|~78192 FOUND AC COMPRESSOR IS NOT FUNCTIONING. MAKES LOTS OF NOISE AND HEAT DOES NOT CIRCULATE REFRIGERANT. REC EVAC SYSTEM REPLACE THE COMPRESSOR AND THE CONDENSOR THEN RECHARGE. 2000.00

Agreement ----

Condition 2

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

SSC No. ----

BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/10/2012	77,871	LARRYHMILLER TOYSCI BLDR- (05054)	ACREE, T	0470769	\$384.50

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~CUST STATES AC NOT WORKING WELL ~|~ ~|~77871 FOUND CABIN AIR FILTER PLUGGED AND VEHICLE NEEDS AN EVAC RECHARGE

Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP

SSC No. ----

ENGINE REPAIR GROUP ~|~GOT CUST APPROVAL FOR EVAC RECHARGE IF NEEDED

Agreement ----

Condition 3 **Pay Type:**
CUSTOMER PAY

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC **SSC No.** ----

LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR **Agreement** ----

MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE INTERVAL)

Condition 4 **Pay Type:**
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP **SSC No.** ----

ENGINE REPAIR GROUP ~|~NO ROTATE!!!!!!! **Agreement** ----

Condition 5 **Pay Type:**
CUSTOMER PAY

Op Code Desc:REPLACE AIR FILTER **SSC No.** ----

REPLACE AIR FILTER ~|~REPLACE AIR FILTER **Agreement** ----

Condition 6 **Pay Type:**
CUSTOMER PAY

Op Code Desc:REPLACE CABIN AIR FILTER **SSC No.** ----

REPLACE CABIN AIR FILTER ~|~REPLACE CABIN AIR FILTER **Agreement** ----

Condition 7 **Pay Type:**
CUSTOMER PAY

Op Code Desc:HEADLIGHT RESTORATION **SSC No.** ----

HEADLIGHT RESTORATION ~|~HEADLIGHT RESTORATION **Agreement** ----

Condition 8 **Pay Type:**
CUSTOMER PAY

Op Code Desc:ENGINE REPAIR GROUP **SSC No.** ----

ENGINE REPAIR GROUP ~|~EVAC RECHARGE A/C SYSTEM ~|~ ~|~77871 EVACD THE SYSTEM AND FOUND **Agreement** ----

.6 /1 LBS. VACUUMED AND RECHARGED

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/13/2011	73,196	LARRYHMILLER	STRONG, J	0446966	\$126.94
			TOYSCI BLDR-			
			(05054)			

Condition 1 **Pay Type:**
CUSTOMER PAY

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC **SSC No.** ----

LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR **Agreement** ----

MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE INTERVAL) ~|~ ~|~73196 COMPLETED LANDCAR SERVICE. DID NOT ROTATE TIRES PER CUSTOMER REQUEST

Condition 2 **Pay Type:**
CUSTOMER PAY

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) **SSC No.** ----

BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER **Agreement** ----

TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Condition 3 **Pay Type:** INTERNAL
(DEALER) PAY

Op Code Desc:ENGINE REPAIR GROUP **SSC No.** ----

ENGINE REPAIR GROUP ~|~CUST STATES THERE WAS A TAPPING NOISE IN THE ENGINE FROM ENGINE A **Agreement** ----

COUPLE WEEKS AGO NOW ISNT THERE???, PLEASE ADVISE. ~|~ ~|~73196 COULD NOT DUPLICATE AT THIS TIME

Condition 4 **Pay Type:** INTERNAL
(DEALER) PAY

Op Code Desc:ADD VALVOLINE VOA MOTOR OIL ADDITIVE **SSC No.** ----

ADD VALVOLINE VOA MOTOR OIL ADDITIVE ~|~ADD VALVOLINE VOA MOTOR OIL ADDITIVE **Agreement** ----

Condition 5 **Pay Type:** INTERNAL
(DEALER) PAY

Op Code Desc:ENGINE REPAIR GROUP **SSC No.** ----

ENGINE REPAIR GROUP ~|~DO NOT ROTATE TIRES **Agreement** ----

Condition 6

Op Code Desc:UNABLE TO DUPLICATE ISSUE, MAY BE ISSUE WITH LATCH BUT CANT DUPLICATE
 UNABLE TO DUPLICATE ISSUE, MAY BE ISSUE WITH LATCH BUT CANT DUPLICATE ~|~INTERMIT
 CUSTOMER HAS TO SLAM DRIVERS DOOR TO BE ABLE TO GET THE DOORS TO LOCK ~|~ ~|~73196 COULD
 NOT DUPLICATE AT THIS TIME

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:NEW FOB AND PROGRAMMING \$349.00
 NEW FOB AND PROGRAMMING \$349.00 ~|~P&A NEW FOB

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:ELECTRICAL REPAIR GROUP
 ELECTRICAL REPAIR GROUP ~|~REPLACE BOTH FRONT MARKER LIGHT BULBS ~|~ ~|~73196 REPLACED
 BOTH FRONT MARKER BULBS.

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 9

Op Code Desc:REPLACE WIPER INSERTS
 REPLACE WIPER INSERTS ~|~REPLACE WIPER INSERTS ~|~ ~|~73196 REPLACED ALL WIPER INSERTS

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 10

Op Code Desc:VALVOLINE BRAKE SYSTEM FLUSH
 VALVOLINE BRAKE SYSTEM FLUSH ~|~VALVOLINE BRAKE SYSTEM FLUSH ~|~ ~|~73196 COMPLETED
 BRAKE FLUSH

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
05/28/2011	10/25/2011	68,304	TOYOTA MOTOR SALES-(82430)	0426646	\$475.61

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/28/2011	68,304	LARRYHMILLER TOYSCI BLDR- (05054)	STRONG, J	0426646	\$813.12

Condition 1

Op Code Desc:REPLACED BROKEN STERRING SHAFT AND BROKEN CABLE REEL
 REPLACED BROKEN STERRING SHAFT AND BROKEN CABLE REEL ~|~CUST STATES CAR WONT STEER,
 CAR WAS TOWED IN.

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:ALIGN FRONT SUSPENSION
 ALIGN FRONT SUSPENSION ~|~ALIGN FRONT SUSPENSION ~|~ ~|~68304 INTER. SHAFT REPAIR ADJUSTED
 FRONT ALIGNMENT

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER
 TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/20/2011	68,273	LARRYHMILLER TOYSCI BLDR- (05054)	STRONG, J	0425943	\$792.01

Condition 1

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC
 LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR
 MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE
 INTERVAL)

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: LCA MAINTENANCE CONTRACT LCA MAINTENANCE CONTRACT ~ ~LCA MAINTENANCE CONTRACT						SSC No. ---- Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: MOUNT AND BALANCE 3 TIRES AND GET THE BALANCE ON THE 4TH FOR FREE (\$79.95 TOTAL MOUNT AND BALANCE 3 TIRES AND GET THE BALANCE ON THE 4TH FOR FREE (\$79.95 TOTAL ~ ~MOUNT AND BALANCE CUSTOMERS SUMMER TIRES (SAVE SNOWS)						SSC No. ---- Agreement ----
Condition 4						Pay Type: CUSTOMER PAY
Op Code Desc: ALIGN FRONT SUSPENSION ALIGN FRONT SUSPENSION ~ ~ALIGN FRONT SUSPENSION ~ ~ ~ ~68271 COMPLETE						SSC No. ---- Agreement ----
Condition 5						Pay Type: CUSTOMER PAY
Op Code Desc: CLEAN AND ADJUST BRAKES CLEAN AND ADJUST BRAKES ~ ~CLEAN AND ADJUST BRAKES						SSC No. ---- Agreement ----
Condition 6						Pay Type: CUSTOMER PAY
Op Code Desc: ADD VALVOLINE COMPLETE FUEL SYSTEM CLEANER AND VOA MOTOR OIL ADDITIVE ADD VALVOLINE COMPLETE FUEL SYSTEM CLEANER AND VOA MOTOR OIL ADDITIVE ~ ~ADD VALVOLINE COMPLETE FUEL SYSTEM CLEANER AND VOA MOTOR OIL ADDITIVE						SSC No. ---- Agreement ----
Condition 7						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACE BULB REPLACE BULB ~ ~REPLACE RIGHT SIDE LIC. PLATE BULB						SSC No. ---- Agreement ----
Condition 8						Pay Type: CUSTOMER PAY
Op Code Desc: ENGINE REPAIR GROUP ENGINE REPAIR GROUP ~ ~REPLACE SERP BELT						SSC No. ---- Agreement ----
Condition 9						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACE CABIN AIR FILTER REPLACE CABIN AIR FILTER ~ ~REPLACE CABIN AIR FILTER						SSC No. ---- Agreement ----
Condition 10						Pay Type: WARRANTY PAY
Op Code Desc: A0N REPLACE HV ELECTRIC LSC A0N REPLACE HV ELECTRIC LSC ~ ~CUST STATES NOTICE OF ___A0N___ SSC ~ ~. ~ ~68271 SSC A0N COMPLETED SSC A0N. 0615L1						SSC No. ---- Agreement ----
Condition 11						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~ ~BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)						SSC No. ---- Agreement ----
Condition 12						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: JUST HAD LOOSE CONNECTION, WORKING FINE AT THIS TIME JUST HAD LOOSE CONNECTION, WORKING FINE AT THIS TIME ~ ~REPLACE LEFT SIDE FRONT MARKER BULB						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/18/2010	64,422	LARRYHMILLER TOYSCI BLDR- (05054)	ALIRE, A	0408460	\$60.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: ENGINE REPAIR GROUP ENGINE REPAIR GROUP ~ ~CUST STATES PUT ON SNOW TIRES SHE HAS THEM						SSC No. ---- Agreement ----

Condition 2

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER
 TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:RECOMMENDED NEXT APPOINTMENT IS _____
 RECOMMENDED NEXT APPOINTMENT IS _____ ~|~RECOMMENDED NEXT APPOINTMENT IS _____

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/21/2010	93,765	LARRYHMILLER TOYSCI BLDR- (05054)	WHIPPLE, J	0405644	\$390.98

Condition 1

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~CUST STATES PASS PARKING LIGHT IS OUT ~|~ ~|~93765 BAD BULB REPLACED
 BULB NOW IN WORKIBNG ORDER

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC
 LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR
 MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE
 INTERVAL) ~|~ ~|~93765 MILEAGE PERFORMED SERVICE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:BODY & ACCESSORY REPAIR GROUP
 BODY & ACCESSORY REPAIR GROUP ~|~DO NOT ROTATE THE TIRES ~|~ ~|~93765 CUSOTMER REQ. DID
 NOT ROTATE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:BODY & ACCESSORY REPAIR GROUP
 BODY & ACCESSORY REPAIR GROUP ~|~INSTALL NEW NAV DICS ~|~ ~|~93765 CUSTOMER REQ. DID NOT
 DO NOT IN STOCK

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER
 TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:REPLACE AIR FILTER
 REPLACE AIR FILTER ~|~REPLACE AIR FILTER ~|~ ~|~93765 DIRTY REPLACED FILTER

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:REPLACE CABIN AIR FILTER
 REPLACE CABIN AIR FILTER ~|~REPLACE CABIN AIR FILTER ~|~ ~|~93765 DIRTY REPLACED FILTER

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~REPLACE THE WATER PUMP ~|~ ~|~93765 LEAKING REPLACED WATER PUMP

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/21/2010	57,354	LARRYHMILLER TOYSCI BLDR- (05054)		0387222	\$107.00

Condition 1

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC
 LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR
 MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE
 INTERVAL) ~|~ ~|~57354 DONE

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 2

Op Code Desc:90L MODIFIY PEDAL AND REPALCE MAT
 90L MODIFIY PEDAL AND REPALCE MAT ~|~CUST STATES NOTICE OF SSC-90L ~|~. ~|~57354 COMPLETE

Pay Type:
WARRANTY PAY

SSC No. ----
Agreement ----

Condition 3

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER
 TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~ ~|~57354 OK

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/03/2009	52,424	LARRYHMILLER TOYSCI BLDR- (05054)	ALIRE, A	0365327	\$168.90

Condition 1

Op Code Desc:LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC
 LANDCAR MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPEC ~|~LANDCAR
 MAINTENANCE PLAN B - LUBE OIL AND FILTER, TIRE ROTATE, MULTIPOINT INSPECTION (5,000 MILE
 INTERVAL)

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 2

Op Code Desc:LCA MAINTENANCE CONTRACT
 LCA MAINTENANCE CONTRACT ~|~LCA MAINTENANCE CONTRACT

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 3

Op Code Desc:BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)
 BOULDER TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE) ~|~BOULDER
 TOYOTA'S COMPLIMENTARY MULTI-POINT INSPECTION (A \$47.95 VALUE)

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 4

Op Code Desc:REPLACE CABIN AIR FILTER
 REPLACE CABIN AIR FILTER ~|~REPLACE CABIN AIR FILTER ~|~ ~|~52419 SERVICE REPLACE CABIN AIR
 FILTER

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 5

Op Code Desc:ELECTRICAL REPAIR GROUP
 ELECTRICAL REPAIR GROUP ~|~REPLACE TAIL LIGHT BULBS ~|~ ~|~52419 BURNT/INOP REPLACE BOTH
 REAR TAIL LIGHT BULBS.

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/03/2009	45,523	LARRYHMILLER TOYSCI BLDR- (05054)	ALIRE, A	0345064	\$418.14

Condition 1

Op Code Desc:OIL & FILTER CHANGE
 OIL & FILTER CHANGE ~|~OIL & FILTER CHANGE ~|~ ~|~45518 SERVICE OIL & FILTER CHANGE.

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 2

Op Code Desc:CLEAN AND ADJUST BRAKES
 CLEAN AND ADJUST BRAKES ~|~CLEAN AND ADJUST BRAKES ~|~ ~|~45518 SERVICE CLEAN & ADJUST
 BRAKES.FRONT BRAKES 8MM,REAR 3MM.

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 3**Op Code Desc:**REPLACE AIR FILTER

REPLACE AIR FILTER ~|~REPLACE AIR FILTER ~|~ ~|~45518 SERVICE REPLACE AIR FILTER

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 4****Op Code Desc:**MOA & 44K BG PRODUCT

MOA & 44K BG PRODUCT ~|~MOA & 44K BG PRODUCT ~|~ ~|~45518 ADD MOA & 44K

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 5****Op Code Desc:**ELECTRICAL REPAIR GROUPELECTRICAL REPAIR GROUP ~|~L/F MARKER LIGHT IS OUT, CHECK AND ADVISE ~|~ ~|~45518 BURNT/INOP
REPLACE LEFT FRONT MARKER LIGHT BULB**Pay Type:**

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 6****Op Code Desc:**ENGINE REPAIR GROUP

ENGINE REPAIR GROUP ~|~REPLACE REAR WIPER ~|~ ~|~45518 WEAR REPLACE REAR WIPER INSERT.

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 7****Op Code Desc:**WATER PUMP ASSY &/OR GSKT R&RWATER PUMP ASSY &/OR GSKT R&R ~|~DURING INSPECTION FOUND WATER PUMP LEAKING, ADVISED
CUST AND CUST AUTH REPAIRS ~|~. ~|~45518 POOR SEAL/LEAKING COOLANT FROM WEEP HOLE.
REPLACE ENGINE COOLING SYSTEM WATER PUMP.**Pay Type:**

WARRANTY PAY

SSC No. ----**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/30/2008	41,224	LARRYHMILLER TOYSCI BLDR- (05054)	ALIRE, A	0333143	\$168.38

Condition 1**Op Code Desc:**40,000 MILE MAINTENANCE SERVICE - OIL AND FILTER CHANGE, ROTATE TIRES, VISUALLY40,000 MILE MAINTENANCE SERVICE - OIL AND FILTER CHANGE, ROTATE TIRES, VISUALLY ~|~40,000 MILE
MAINTENANCE SERVICE - OIL AND FILTER CHANGE, ROTATE TIRES, VISUALLY INSPECT BRAKE LININGS,
AND FREE MULTI POINT INSPECTION ~|~ ~|~41219 SERVICE 40K SERVICE, OIL CHANGE, ROTATED TIRES**Pay Type:**

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 2****Op Code Desc:**BG MOA FRICTION FIGHTER

BG MOA FRICTION FIGHTER ~|~BG MOA FRICTION FIGHTER ~|~ ~|~41219 OIL ADDITIVE

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 3****Op Code Desc:**REPLACE AIR FILTER

REPLACE AIR FILTER ~|~REPLACE AIR FILTER

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 4****Op Code Desc:**REPLACE CABIN AIR FILTER

REPLACE CABIN AIR FILTER ~|~REPLACE CABIN AIR FILTER

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----**Condition 5****Op Code Desc:**REPLACE WIPER INSERTS

REPLACE WIPER INSERTS ~|~REPLACE WIPER INSERTS

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/13/2008	35,691	LARRYHMILLER TOYSCI BLDR- (05054)	ALIRE, A	0319490	\$86.58

Condition 1**Op Code Desc:**35,000 MILE TOYOTA RECOMMENDED SERVICE**Pay Type:**

CUSTOMER PAY

SSC No. ----

35,000 MILE TOYOTA RECOMMENDED SERVICE ~|~35,000 MILE TOYOTA RECOMMENDED SERVICE ~|~
 ~|~35686 PERFORM OIL CAHNGE **Agreement ----**

Condition 2

Op Code Desc:BG MOA FRICTION FIGHTER
 BG MOA FRICTION FIGHTER ~|~BG MOA FRICTION FIGHTER

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:ENGINE REPAIR GROUP
 ENGINE REPAIR GROUP ~|~DO NOT ROTATE TIRES, DO VISUAL BRAK INSPECTION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/22/2007	23,722	LARRYHMILLER TOYSCI BLDR- (05054)	DOERSCHLAG, C	0279329	\$166.71

Condition 1

Op Code Desc:60C INSP SHAFT1,RPL SHAFT2 SSC
 60C INSP SHAFT1,RPL SHAFT2 SSC ~|~CUST STATES NOTICE OF THE 60C SSC ~|~. ~|~23717 STTERING
 INTERMEDIATE SHAFT ISSUE INSPECT, REPL STEERING SHAFT INTERMEDIATE SHAFT NUMBER 2.

Pay Type:
 WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/26/2005	10,212	LARRYHMILLER TOYSCI BLDR- (05054)		0236103	\$178.50

Condition 1

Op Code Desc:NO DESCRIPTION PROVIDED
 NO DESCRIPTION PROVIDED ~|~CUST STATES NOTICE OF SSC'S ~|~.

Pay Type:
 WARRANTY PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/24/2005	----	10	LARRYHMILLER TOYSCI BLDR- (05054)	0215196	\$128.00

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/24/2005	----	1	LARRYHMILLER TOYSCI BLDR- (05054)	0005921	\$11.50

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2006 TOYOTA PRIUS(1224)

JTDKB20U26

VEHICLE DETAILS

Product: 2006 TOYOTA PRIUS 1224	VIN: JTDKB20U26	Original Selling Dealer: MARK JACOBSON TOY/SCION (32127)
DOFU: 08/24/2006	Model Description: PRIUS HYBRID GAS/ELEC SDN	
Built Date:07/25/2006	Exterior color: BARCELONA RED MET. (03R3)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: BEIGE/TAUPE (FE41)	
Engine type: 1NZ	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	09/14/12	TOYOTA/SCION OF SANFORD
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	08/18/10	TOYOTA/SCION OF SANFORD
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
09/14/2012	04/02/2013	77,189	TOYOTA MOTOR SALES-(82430)		0657101	\$643.05
09/14/2012	09/21/2012	77,189	TOYOTA/SCION OF SANFORD-(32133)		0657101	\$615.85
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: *DRIVEABILITY CONCERN STEERING CONCERN. NOISE IN STEER ING WHEEL CHECK AND ADVISE - - - -						SSC No. ---- Agreement ----
Condition 2						Pay Type: WARRANTY PAY
Op Code Desc: A0N CAMPAIGN A0N CAMPAIGN - 2004-2007 PRIUS I NVERTER WATER PUMP REPLACEMENT C AMPAIGN - -AON CAMPAIGN NEEDS COMPLETION - -COMPLETED AON RECALL						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: *DRIVEABILITY DIAG ON POWER STEERING - - - -						SSC No. ---- Agreement ----
----	08/19/2010	51,961	TOYOTA/SCION OF SANFORD-(32133)		0628076	\$96.43
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: EMISSIONS INSPECTION CUSTOMER REQUESTS STATE EMISSION S INSPECTION - - - -COMPLETED STATE EMISSIONS INSPECTION AND ISSUED STICKER						SSC No. ---- Agreement ----
Condition 2						Pay Type: WARRANTY PAY

Op Code Desc:PERFORM 90L RECALL

PERFORM 90L RECALL ~|~RECALL ~|~PERFORMED 90L RECALL

Condition 3

Op Code Desc:STEERING/SUSPENSION

C/S: STEERING WHEEL VERY CREAKEY ~|~SPIRAL CABLE ~|~WILL NEED SPIRAL CABLE REPLAC EMENT
490.00

SSC No. ----

Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20U35

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224	VIN: JTDKB20U35	Original Selling Dealer: FORDHAM TOYOTA (31121)
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DOFU: 06/21/2005	Model Description: PRIUS HYBRID GAS/ELEC SDN
Built Date:04/25/2005	Exterior color: MILLENNIUM SILVER (01C0) Mobile App Capable: N
Transmission type: CVT-E	Interior color: DARK CHARCOAL (FA18)
Engine type: 1NZ	Edition: 4-DR GAS/ELEC Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Served	Servicing Dealer
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	09/22/11	HANLEES TOYOTA
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	09/22/11	HANLEES TOYOTA
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	06/22/06	HANLEES CHEV-GEO-TOYOTA
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
09/22/2011	09/26/2011	78,486	HANLEES TOYOTA- (04389)		0153061	\$97.30
09/22/2011	09/26/2011	78,486	HANLEES TOYOTA- (04389)		0153061	\$275.87
----	09/22/2011	78,486	HANLEES TOYOTA- (04389)	ROCHA, D	0153061	\$372.17

Condition 1**Op Code Desc:**MODIFY PEDAL

MODIFY PEDAL ~|~PERFORM SSC RECALL 90L ~|~COMPLIED WITH SSC#90L ~|~MODIFY BOTH RIGID PLASTIC ACCELERATOR PEDAL AND THE FLOOR SURFACE IN DRIVERS FOOTWELL REPROGRAM COMPUTER FOR ACCELERATION OVER RIDE

Pay Type:

WARRANTY PAY

SSC No. ----**Agreement** ----**Condition 2****Op Code Desc:**CAMPAIGNS/SSC

CAMPAIGNS/SSC ~|~PERFORM SSC#AON-INVERTER WATER ~|~COMPLIED WITH SSC#AON ~|~REPLACED INVERTER WATER PUMP

Pay Type:

WARRANTY PAY

SSC No. ----**Agreement** ----**Condition 3****Op Code Desc:**OTHERS

OTHERS ~|~TIRE PRESSURE INSPECTION. SET TIRE PRESSURE TO MANUFACTURE SPECIFICATIONS. IF TIRES DO NOT MEET MANUFACTURE SPECIFICATIONS, THEN SET TIRE PRESSURE BASED ON TIRE INFLATION REFERENCE. RESET TPM SYSTEM AS NEEDED. ~|~1 ~|~E

Pay Type: INTERNAL

(DEALER) PAY

SSC No. ----**Agreement** ----

Condition 4**Pay Type:** INTERNAL
(DEALER) PAY**Op Code Desc:**DRIVEABILITY**SSC No.** ----DRIVEABILITY ~|~CUST STATES MAIN WARNING LIGHT IS AND CHECK ENGINE LIGHT IS ON ~|~ ~|~FOUND
CODE 346 FOR HYBRID WATER PUMP**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/24/2008	42,194	HANLEES TOYOTA- (04389)	MORRISON, P	0086223	\$54.20

Condition 1**Pay Type:**
CUSTOMER PAY**Op Code Desc:**EXPRESS LUBE PLUS**SSC No.** ----EXPRESS LUBE PLUS ~|~CUSTOMER REQUEST A EXPRESS LUBE PLUS SERVICE BE PERFORMED.
REPLACE ENGINE OIL (UP TO 5QTS). REPLACE ENGINE OIL FILTER AND OIL PAN DRAIN PLUG GASKET
ROTATE TIRES (4-WAY ROTATION) ADJUST TIRE PRESSURE, INSPECT BRAKE LINNING, PERFORM
BATTERY LOAD TEST, LUBRI ~|~ ~|~PERFORMED EXPRESS LUBE PLUS SERVICE PER MAINTENANCE
MENU CHECKLIST. BRAKE LINNING: LF---MM RF---MM LR---MM RR---MM TIRE TREAD MEASURMENTS: LF---
32 RF---32 LR---32 RR---32 TIRE PRESSURE: FRONT---PSI REAR---PSI**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/17/2007	36,116	HANLEES TOYOTA- (04389)	ROCHA, D	0075611	\$44.20

Condition 1**Pay Type:**
CUSTOMER PAY**Op Code Desc:**LOF PLUS**SSC No.** ----LOF PLUS ~|~EXPRESS LUBE PLUS DRAIN AND REFILL ENGINE OIL ,REPLACE OIL FILTER WITH GENUINE
TOYOTA OIL FILTER ,REPLACE OIL PAN DRAIN PLUG GASKET , LUBE CHASSIS AS NEEDED (IF REQUIRED)
4 WAY TIRE ROTATION INSPECT BRAKE LININGS ,FRONT AND REAR ,FLUIDS INSPECTED AND REPL
~|~RECOMMENDED MAINTENANCE ~|~CHANGED ENGINE OIL AND FILTER, ROTATED TIRES, INSPECTED
BRAKES**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/05/2007	30,859		SULLIVAN, D	0799383	\$178.34

Condition 1**Pay Type:**
CUSTOMER PAY**Op Code Desc:***24-MONTH OR 30,000-MILE SCHEDULED MAINTENANCE**SSC No.** ----*24-MONTH OR 30,000-MILE SCHEDULED MAINTENANCE ~|~*24-MONTH OR 30,000-MILE SCHEDULED
MAINTENANCE**Agreement** ----**Condition 2****Pay Type:**
CUSTOMER PAY**Op Code Desc:***LUBE, OIL, & FILTER CHANGE**SSC No.** ----

*LUBE, OIL, & FILTER CHANGE ~|~*LUBE, OIL, & FILTER CHANGE

Agreement ----**Condition 3****Pay Type:**
CUSTOMER PAY**Op Code Desc:**NO WORK PERFORMED**SSC No.** ----NO WORK PERFORMED ~|~*ROTATE TIRES (4) ~|~ ~|~TIRES ARE WORN OUT, REC REPLACE 4 TIRES AND 2
WHEEL ALIGNMENT.**Agreement** ----**Condition 4****Pay Type:**
CUSTOMER PAY**Op Code Desc:***PCV VALVE INSPECT, CLEAN OR REPLACE**SSC No.** ----*PCV VALVE INSPECT, CLEAN OR REPLACE ~|~*PCV VALVE INSPECT, CLEAN OR REPLACE ~|~
~|~CLEANED PCV VALVE**Agreement** ----**Condition 5****Pay Type:**
CUSTOMER PAY**Op Code Desc:***INSPECT BRAKE LININGS AND CHECK PARKING BRAKE ADJUSTMENT**SSC No.** ----*INSPECT BRAKE LININGS AND CHECK PARKING BRAKE ADJUSTMENT ~|~*INSPECT BRAKE LININGS AND
CHECK PARKING BRAKE ADJUSTMENT ~|~ ~|~BRAKES REMAINING FRONT 9MM REAR 4MM**Agreement** ----**Condition 6****Pay Type:**
CUSTOMER PAY**Op Code Desc:***EXHAUST SYSTEM INSPECTION**SSC No.** ----

	*EXHAUST SYSTEM INSPECTION ~ ~*EXHAUST SYSTEM INSPECTION	Agreement ----
Condition 7		Pay Type: CUSTOMER PAY
	Op Code Desc: *INSPECT FOR TIRE, SUSPENSION, AND STEERING COMPONENT WEAR	SSC No. ----
	*INSPECT FOR TIRE, SUSPENSION, AND STEERING COMPONENT WEAR ~ ~*INSPECT FOR TIRE, SUSPENSION, AND STEERING COMPONENT WEAR ~ ~ ~ ~TREAD DEPTHS- 3/32ALL	Agreement ----
Condition 8		Pay Type: CUSTOMER PAY
	Op Code Desc: *INSPECT BALL JOINTS & DUST COVERS AND NUTS & BOLTS ON CHASSIS AND BODY	SSC No. ----
	*INSPECT BALL JOINTS & DUST COVERS AND NUTS & BOLTS ON CHASSIS AND BODY ~ ~*INSPECT BALL JOINTS & DUST COVERS AND NUTS & BOLTS ON CHASSIS AND BODY	Agreement ----
Condition 9		Pay Type: CUSTOMER PAY
	Op Code Desc: *AIR FILTER - CLEAN OR REPLACE	SSC No. ----
	*AIR FILTER - CLEAN OR REPLACE ~ ~*AIR FILTER - CLEAN OR REPLACE ~ ~ ~ ~REPLACED AIR FILTER	Agreement ----
Condition 10		Pay Type: CUSTOMER PAY
	Op Code Desc: *EMISSIONS SYSTEM VISUAL INSPECTION	SSC No. ----
	*EMISSIONS SYSTEM VISUAL INSPECTION ~ ~*EMISSIONS SYSTEM VISUAL INSPECTION	Agreement ----
Condition 11		Pay Type: CUSTOMER PAY
	Op Code Desc: *HEATING AND AIR CONDITIONER, CHECK WIPER BLADES	SSC No. ----
	*HEATING AND AIR CONDITIONER, CHECK WIPER BLADES ~ ~*HEATING AND AIR CONDITIONER, CHECK WIPER BLADES	Agreement ----
Condition 12		Pay Type: CUSTOMER PAY
	Op Code Desc: *INSPECT EXTERNAL DRIVE BELTS	SSC No. ----
	*INSPECT EXTERNAL DRIVE BELTS ~ ~*INSPECT EXTERNAL DRIVE BELTS	Agreement ----
Condition 13		Pay Type: CUSTOMER PAY
	Op Code Desc: *IDLE SPEED INSPECTION	SSC No. ----
	*IDLE SPEED INSPECTION ~ ~*IDLE SPEED INSPECTION	Agreement ----
Condition 14		Pay Type: CUSTOMER PAY
	Op Code Desc: *FUEL CONNECTIONS INSPECT	SSC No. ----
	*FUEL CONNECTIONS INSPECT ~ ~*FUEL CONNECTIONS INSPECT	Agreement ----
Condition 15		Pay Type: CUSTOMER PAY
	Op Code Desc: *AIR CONDITIONER FILTER (REPLACE)	SSC No. ----
	*AIR CONDITIONER FILTER (REPLACE) ~ ~*AIR CONDITIONER FILTER (REPLACE)	Agreement ----
Condition 16		Pay Type: CUSTOMER PAY
	Op Code Desc: *TUNE-UP ENGINE, CLEAN AND SERVICE BATTERY AND TERMINALS	SSC No. ----
	*TUNE-UP ENGINE, CLEAN AND SERVICE BATTERY AND TERMINALS ~ ~*TUNE-UP ENGINE, CLEAN AND SERVICE BATTERY AND TERMINALS	Agreement ----
Condition 17		Pay Type: CUSTOMER PAY
	Op Code Desc: *ROAD TEST VEHICLE, CHECK ALL EXTERNAL LIGHTS	SSC No. ----
	*ROAD TEST VEHICLE, CHECK ALL EXTERNAL LIGHTS ~ ~*ROAD TEST VEHICLE, CHECK ALL EXTERNAL LIGHTS	Agreement ----
Condition 18		Pay Type: CUSTOMER PAY
	Op Code Desc: *DIAGNOSE CUSTOMER CONDITION, OR STATEMENT AND ADVISE	SSC No. ----
	*DIAGNOSE CUSTOMER CONDITION, OR STATEMENT AND ADVISE ~ ~CUST STATES HAS HIT FOREIGN OBJECT, SCRAPED UNDERCARRIAGE, CUST HAS MADE TEMP REPAIR,, CK AND ADV ~ ~ ~ ~SHIELD FOR HIGH VOLTAGE HARNESS UNDER VEHICLE IS DAMAGED. REC REPLACE SHIELD	Agreement ----
R.O. Open	R.O. Close	R.O. Mileage
	Servicing Dealer	Service Advisor
	R.O. No.	R.O. Total

---- 10/19/2006 25,214 ELK GROVE TOYOTA SHARMA, R 0134516 \$12.13
SERV CTR-(04120)

Condition 1

Op Code Desc:OIL CHANGE W/FILTER

OIL CHANGE W/FILTER ~|~CUSTOMER REQUESTS OIL CHANGE WITH FILTER ~|~ ~|~PERFORM OIL CHANGE WITH FILTER/DISPOSE OF WASTE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:ROTATE TIRES

ROTATE TIRES ~|~CUSTOMER REQUESTS ROTATE TIRES ~|~ ~|~ROTATE TIRES

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:INSPECT BRAKE LINING

INSPECT BRAKE LINING ~|~INSPECT BRAKE LININGS AND PARK BRAKE ~|~ ~|~FRONT BRAKES @ 10/32NDS, REAR BRAKES @ 5/32NDS.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 06/27/2006 20,976 HANLEES TOYOTA- 0048569 \$162.21
(04389)

Condition 1

Op Code Desc:SSC #60C

SSC #60C ~|~PERFORM SSC #60C FOR STEERING INTERMEDIATE SHAFT REPLACEMENT (2004 THROUGH EARLY 2006 PRIUS) ~|~SPECIAL SERVICE CAMPAIGN ~|~PER BULLETIN, INSPECTED INTERMEDIATE (EXTENSION) SHAFT #1 AND STEERING GEAR ENGAGEMENT POINT, REPLACED INTERMEDIATE SHAFT #2, AND INSPECTED AND REPLACED SLIDING YOKE (6509E1 0.9)

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 06/09/2006 20,229 HANLEES TOYOTA- 0047779 \$51.00
(04389)

Condition 1

Op Code Desc:LOF PLUS

LOF PLUS ~|~CUSTOMER REQUESTS OIL CHANGE PLUS (INCLUDES OIL CHANGE, TIRE ROTATION, BRAKE INSPECTION) ~|~RECOMMENDED MAINTENANCE ~|~CHANGED ENGINE OIL AND FILTER, ROTATED TIRES, INSPECTED BRAKES

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 02/27/2006 15,264 HANLEES TOYOTA- ROCHA, D 0041663 \$192.95
(04389)

Condition 1

Op Code Desc:15000 MILE SERVICE

15000 MILE SERVICE ~|~CUSTOMER REQUESTS 15000 MILE SERVICE AS PER MENU ~|~RECOMMENDED MAINTENANCE ~|~PERFORMED 15000 MILE SERVICE AS PER MENU FRONT BRAKES AT 9MM REAR AT 3MM BOTH FINE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 09/15/2005 10,229 ELK GROVE TOYOTA 0053794 \$55.94
SERV CTR-(04120)

Condition 1

Op Code Desc:MINOR SERVICE

Service Menu ~|~Customer requests minor service. Change oil and filter. Rotate tires. Inspect brake linings ~|~ ~|~FRONT BRAKES @ 12/32NDS, REAR BRAKES 4/32NDS

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 06/20/2005 12 FORDHAM TOYOTA- 0154153 \$176.00
(31121)

Condition 1

Op Code Desc:AS PER SALES ORDER PERFORM NEW CAR PREP

AS PER SALES ORDER PERFORM NEW CAR PREP ~|~AS PER SALES ORDER PERFORM NEW CAR PREP

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:NYSI#12996217

NYSI#12996217 ~|~PERFORM NEW YORK STATE INSPECTION (FEE DETERMINED BY STATE)

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 3

Op Code Desc:PUT FUEL IN GAS TANK

PUT FUEL IN GAS TANK ~|~PUT FUEL IN GAS TANK

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
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06/21/2005	----	1	FORDHAM TOYOTA- (31121)	0027581	\$13.25
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Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
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06/24/2005	----	10	FORDHAM TOYOTA- (31121)	0027581	\$136.00
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DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2007 TOYOTA PRIUS(1224)

JTDKB20U573 [REDACTED]

VEHICLE DETAILS

Product: 2007 TOYOTA PRIUS 1224	VIN: JTDKB20U573 [REDACTED]	Original Selling Dealer: AUTONATION TOY S. AUSTIN (42262)
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DOFU: 05/10/2007	Model Description: PRIUS HYBRID GAS/ELEC SEDN	
Built Date:02/13/2007	Exterior color: MAGNETIC GRAY MET. (01G3)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: GRAY/CHAR/ASH/STRLNG/STON (FE11)	
Engine type: 1NZ	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	11/19/10	CHAMPION TOYOTA
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	09/09/11	CHAMPION TOYOTA
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	02/26/13	CHAMPION TOYOTA

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
05/14/2013	05/14/2013	117,309	AUTONATION TOY S. AUSTIN-(42262)		0103236	\$18.76
Condition 1						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: FREE LUBE OIL AND FILTER CHANGE FREE LUBE OIL AND FILTER CHANGE ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: RECOMMENDED SERVICE - ROTATE TIR RECOMMENDED SERVICE - ROTATE TIR ES ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PERFORM A 27 POINT INSPECTION FO CUSTOMER HAS REQUESTED A MULTI-P OINT INSPECTION AT THIS TIME ~ ~ ~ ~						SSC No. ---- Agreement ----
02/11/2013	02/27/2013	112,300	AUTONATION TOY S. AUSTIN-(42262)		0083292	\$2,059.27
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: MISCELLANEOUS FRONT SUSPENSION - C/S LOST STEERING WHILE TURNING/ CHECK AND ADVISE ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM A 27 POINT INSPECTION FO CUSTOMER HAS REQUESTED A MULTI-P OINT INSPECTION AT THIS TIME ~ ~ ~ ~						SSC No. ---- Agreement ----
Condition 3						Pay Type: WARRANTY PAY
Op Code Desc: RECOMMENDED SERVICE - RECALL/SER C0T RECALL ~ ~ ~ ~						SSC No. ---- Agreement ----

Condition 4

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:FREE LUBE OIL AND FILTER CHANGE

SSC No. ----

FREE LUBE OIL AND FILTER CHANGE ~|~ ~|~

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
12/15/2012	12/15/2012	110,356	AUTONATION TOY S. AUSTIN-(42262)		0071441	\$473.21

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:SERVICE - 110,000 MILES

SSC No. ----

SERVICE - 110,000 MILES OR 132 M ONTHS ~|~ ~|~110356 RT COMPLETED

Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:*** OPCODE NOT ON REPORT ***

SSC No. ----

SERVICE - 110,000 MILES OR 132 M ONTHS ~|~ ~|~110356 RT COMPLETED

Agreement ----

Condition 3

Pay Type:
CUSTOMER PAY

Op Code Desc:*** OPCODE NOT ON REPORT ***

SSC No. ----

SERVICE - 110,000 MILES OR 132 M ONTHS ~|~ ~|~110356 RT COMPLETED

Agreement ----

Condition 4

Pay Type:
CUSTOMER PAY

Op Code Desc:*** OPCODE NOT ON REPORT ***

SSC No. ----

SERVICE - 110,000 MILES OR 132 M ONTHS ~|~ ~|~110356 RT COMPLETED

Agreement ----

Condition 5

Pay Type:
CUSTOMER PAY

Op Code Desc:*** OPCODE NOT ON REPORT ***

SSC No. ----

SERVICE - 110,000 MILES OR 132 M ONTHS ~|~ ~|~110356 RT COMPLETED

Agreement ----

Condition 6

Pay Type:
CUSTOMER PAY

Op Code Desc:BRAKE LININGS AT THIS TIME ARE G

SSC No. ----

PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Agreement ----

Condition 7

Pay Type:
CUSTOMER PAY

Op Code Desc:TIRE TREAD DEPTH READINGS ARE VE

SSC No. ----

PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Agreement ----

Condition 8

Pay Type:
CUSTOMER PAY

Op Code Desc:BATTERY TEST AT THIS TIME REVEAL

SSC No. ----

PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Agreement ----

Condition 9

Pay Type:
CUSTOMER PAY

Op Code Desc:PERFORM A 27 POINT INSPECTION FO

SSC No. ----

PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Agreement ----

Condition 10

Pay Type:
CUSTOMER PAY

Op Code Desc:TRANSMISSION - FLUSH

SSC No. ----

TRANSMISSION - SERVICE ~|~ ~|~110356 TRANSMISSION SERVIC E COMPLETED

Agreement ----

Condition 11

Pay Type:
CUSTOMER PAY

Op Code Desc:COOLING SYSTEM - SERVICE

SSC No. ----

COOLING SYSTEM - SERVICE ~|~ ~|~110356 COOLING SYSTEM SERV ICE COMPLETED

Agreement ----

Condition 12

Pay Type:
CUSTOMER PAY

Op Code Desc:*** OPCODE NOT ON REPORT ***

SSC No. ----

INJECTOR SERVICE ~|~ ~|~110356 EFI SERVICE COMPLET ED

Agreement ----

Condition 13

Pay Type:
CUSTOMER PAY

Op Code Desc:BRAKES - CLEAN AND ADJUST
BRAKES - CLEAN AND ADJUST ~|~ ~|~110356 BRAKE ADJUST COMPLE TED

SSC No. ----
Agreement ----

Condition 14

Op Code Desc:WIPER REFILL, REAR - REPLACE
WIPER INSERT (REAR) - REPLACE ~|~ ~|~110356 WIPER INSERT REPLAC ED

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----
Pay Type: INTERNAL
(DEALER) PAY

Condition 15

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~|~ ~|~110356 LOF
COMPLETED

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
08/18/2012	08/18/2012	104,769	AUTONATION TOY S. AUSTIN-(42262)		0048281	\$54.71

Condition 1

Op Code Desc:RECOMMENDED SERVICE - ROTATE TIR
RECOMMENDED SERVICE - ROTATE TIR ES ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 2

Op Code Desc:BRAKE LININGS AT THIS TIME ARE G
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 3

Op Code Desc:TIRE TREAD DEPTH READINGS ARE VE
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 4

Op Code Desc:BATTERY TEST AT THIS TIME REVEAL
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 5

Op Code Desc:PERFORM A 27 POINT INSPECTION FO
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 6

Op Code Desc:AIR FILTER ELEMENT - REPLACE
AIR FILTER ELEMENT - REPLACE ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 7

Op Code Desc:RECOMMENDED SERVICE - WIPER BLAD
RECOMMENDED SERVICE - WIPER BLAD ES ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 8

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~|~ ~|~104769
COMPLETED LOF

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
05/08/2012	05/08/2012	99,353	AUTONATION TOY S. AUSTIN-(42262)		0008460	\$711.57

Condition 1

Op Code Desc:*** OPCODE NOT ON REPORT ***
C/S PNA NEW TIRES NEEDED TO PASS TSI ~|~ ~|~

Pay Type:
CUSTOMER PAY

SSC No. ----
Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc: *** OPCODE NOT ON REPORT ***				SSC No. ----	
C/S PNA NEW KEY ~ ~ ~ ~				Agreement ----	
Condition 3				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: RECOMMENDED SERVICE - ROTATE TIR				SSC No. ----	
RECOMMENDED SERVICE - ROTATE TIR ES ~ ~ ~ ~				Agreement ----	
Condition 4				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: BRAKE LININGS AT THIS TIME ARE G				SSC No. ----	
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				Agreement ----	
Condition 5				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: TIRE TREAD DEPTH READINGS ARE VE				SSC No. ----	
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				Agreement ----	
Condition 6				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: BATTERY TEST AT THIS TIME REVEAL				SSC No. ----	
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				Agreement ----	
Condition 7				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: PERFORM A 27 POINT INSPECTION FO				SSC No. ----	
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				Agreement ----	
Condition 8				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *** OPCODE NOT ON REPORT ***				SSC No. ----	
TIRE, MOUNT AND BALANCE WHEEL ** GOODYEAR** ~ ~ ~ ~				Agreement ----	
Condition 9				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *** OPCODE NOT ON REPORT ***				SSC No. ----	
ALIGNMENT (FOUR - WHEEL) ~ ~ ~ ~				Agreement ----	
Condition 10				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *** OPCODE NOT ON REPORT ***				SSC No. ----	
TUNE-UP - BASIC ~ ~ ~ ~				Agreement ----	
Condition 11				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *MAINTENANCE				SSC No. ----	
TUNE-UP - BASIC ~ ~ ~ ~				Agreement ----	
Condition 12				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *MAINTENANCE				SSC No. ----	
TUNE-UP - BASIC ~ ~ ~ ~				Agreement ----	
Condition 13				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: *** OPCODE NOT ON REPORT ***				SSC No. ----	
STATE INSPECTION ~ ~ ~ ~				Agreement ----	
Condition 14				Pay Type:	
				CUSTOMER PAY	
Op Code Desc: MISC. SHOP CHARGES				SSC No. ----	
STATE INSPECTION ~ ~ ~ ~				Agreement ----	
Condition 15				Pay Type: INTERNAL	
				(DEALER) PAY	
Op Code Desc: COMPLIMENTARY LUBE OIL AND FILTE				SSC No. ----	
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~ ~ ~ ~				Agreement ----	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.
02/17/2012	02/17/2012	95,359	AUTONATION TOY S.		0989221
			AUSTIN-(42262)		\$20.81

Condition 1							Pay Type:
Op Code Desc:*MAINTENANCE							CUSTOMER PAY
GET EST FOR NEW TIRES ~ ~ ~ ~							SSC No. ----
Condition 2							Agreement ----
Op Code Desc:BRAKE INSPECTION WAS NOT PERFORM							Pay Type:
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							CUSTOMER PAY
Condition 3							SSC No. ----
Op Code Desc:TIRE TREAD DEPTH READINGS ARE VE							Agreement ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							Pay Type:
Condition 4							CUSTOMER PAY
Op Code Desc:BATTERY TEST AT THIS TIME REVEAL							SSC No. ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							Agreement ----
Condition 5							Pay Type:
Op Code Desc:PERFORM A 27 POINT INSPECTION FO							CUSTOMER PAY
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							SSC No. ----
Condition 6							Agreement ----
Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE							Pay Type: INTERNAL
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~ ~ ~ ~							(DEALER) PAY
R.O. Open							SSC No. ----
R.O. Close							Agreement ----
R.O. Mileage							
Servicing Dealer							
Service Advisor							
R.O. No.							
R.O. Total							
09/08/2011	09/09/2011	85,230	AUTONATION TOY S.		0959348	\$647.67	
Condition 1							Pay Type:
Op Code Desc:*** OPCODE NOT ON REPORT ***							CUSTOMER PAY
REPL SERPENTINE-TYPE BELT ~ ~ ~ ~							SSC No. ----
Condition 2							Agreement ----
Op Code Desc:*** OPCODE NOT ON REPORT ***							Pay Type:
INDUCTION SERVICE ~ ~ ~ ~							CUSTOMER PAY
Condition 3							SSC No. ----
Op Code Desc:*** OPCODE NOT ON REPORT ***							Agreement ----
REPAIR TIRE ~ ~ ~ ~							Pay Type:
Condition 4							WARRANTY PAY
Op Code Desc:*** OPCODE NOT ON REPORT ***							SSC No. ----
RECALL AON ~ ~ ~ ~85230 COMPLETE							Agreement ----
Condition 5							Pay Type: INTERNAL
Op Code Desc:BRAKE LININGS AT THIS TIME ARE G							(DEALER) PAY
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							SSC No. ----
Condition 6							Agreement ----
Op Code Desc:TIRE TREAD DEPTH READINGS ARE VE							Pay Type: INTERNAL
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							(DEALER) PAY
Condition 7							SSC No. ----
Op Code Desc:BATTERY TEST AT THIS TIME REVEAL							Agreement ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~							Pay Type: INTERNAL
Condition 8							(DEALER) PAY

Op Code Desc:PERFORM A 27 POINT INSPECTION FO
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

SSC No. ----
Agreement ----
Pay Type: INTERNAL
(DEALER) PAY

Condition 9

Op Code Desc:PERFORMED A WALKAROUND INSPECTIO
PERFORMED A WALKAROUND INSPECTIO N, MEASURED TIRE TREAD DEPTH,INS PECTEDWIPER BLADES,
PERFORMED A UNDER THEHOOD INSPECTION AND GAV E THE CUSTOMER A MAINTENANCE MEN ~|~ ~|~

SSC No. ----
Agreement ----
Pay Type: INTERNAL
(DEALER) PAY

Condition 10

Op Code Desc:*** OPCODE NOT ON REPORT ***
C/S CHECK ENGINE LIGHT IS ON ~|~ ~|~

SSC No. ----
Agreement ----

Condition 11

Op Code Desc:RECOMMENDED SERVICE - BRAKE SERV
RECOMMENDED SERVICE - CLEAN AND ADJUST REAR BRAKES ~|~ ~|~

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
09/07/2011	09/07/2011	85,151	AUTONATION TOY S. AUSTIN-(42262)		0959049	\$135.91

Condition 1

Op Code Desc:*** OPCODE NOT ON REPORT ***
TIRES - ROTATE ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:BRAKE LININGS AT THIS TIME ARE G
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:TIRE TREAD DEPTH READINGS ARE VE
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:BATTERY TEST AT THIS TIME REVEAL
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:PERFORM A 27 POINT INSPECTION FO
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:REPLACE CABIN AIR FILTER
REPLACE CABIN AIR FILTER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:REPLACE ENGINE AIR FILTER
REPLACE ENGINE AIR FILTER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~|~ ~|~

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
06/07/2011	06/07/2011	80,151	AUTONATION TOY S. AUSTIN-(42262)		0941492	\$37.71

Condition 1

Op Code Desc:*** OPCODE NOT ON REPORT ***

Pay Type:
CUSTOMER PAY
SSC No. ----

TIRES - ROTATE ~|~ ~|~

Condition 2

Op Code Desc: BRAKE LININGS AT THIS TIME ARE GOOD
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Agreement ----
Pay Type:
CUSTOMER PAY
SSC No. ----

Condition 3

Op Code Desc: TIRE TREAD DEPTH READINGS ARE VERY
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Agreement ----
Pay Type:
CUSTOMER PAY
SSC No. ----

Condition 4

Op Code Desc: BATTERY TEST AT THIS TIME REVEALS
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Agreement ----
Pay Type:
CUSTOMER PAY
SSC No. ----

Condition 5

Op Code Desc: PERFORM A 27 POINT INSPECTION FOR
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Agreement ----
Pay Type:
CUSTOMER PAY
SSC No. ----

Condition 6

Op Code Desc: RECOMMENDED SERVICE - GENERAL DEFECT
PERFORM WALKAROUND ~|~ ~|~

Agreement ----
Pay Type:
CUSTOMER PAY
SSC No. ----

Condition 7

Op Code Desc: FREE LUBE OIL AND FILTER CHANGE
FREE LUBE OIL AND FILTER CHANGE ~|~ ~|~

Agreement ----
Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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03/01/2011	03/02/2011	74,953	AUTONATION TOY S.		0922524	\$55.76
			AUSTIN-(42262)			

Condition 1

Op Code Desc: 15K FACTORY MAINTENANCE (RT TIRE)
15K FACTORY MAINTENANCE (RT TIRE S & ADJ PRESURES, INSP & TOP OFF FLUID LEVELS, INSP BELTS, BALL JOINTS, DUST COVERS, BRK LININGS / HOSES, CV BOOT, EXHAUST SYSTEM, ENG MNTS, EMS SYSTEMS, RAD CORE, STEER LINKAGE, 27 PT, INT / EXT LIGHTS AND RESET MAINT ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc: BRAKE LININGS AT THIS TIME ARE GOOD
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc: TIRE TREAD DEPTH READINGS ARE VERY
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc: BATTERY TEST AT THIS TIME REVEALS
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc: PERFORM A 27 POINT INSPECTION FOR
PERFORM A 27 POINT INSPECTION FOR THE CUSTOMER ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc: PERFORMED A WALKAROUND INSPECTION
PERFORMED A WALKAROUND INSPECTION, MEASURED TIRE TREAD DEPTH, INSPECTED WIPER BLADES, PERFORMED AN UNDER THE HOOD INSPECTION AND GAVE THE CUSTOMER A MAINTENANCE MEN ~|~ ~|~

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc: FREE LUBE OIL AND FILTER CHANGE						SSC No. ----
FREE LUBE OIL AND FILTER CHANGE ~ ~ ~ ~						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/19/2010	70,287	AUTONATION TOY S. AUSTIN-(42262)		0902848	\$83.70
Condition 1						Pay Type:
Op Code Desc: BRAKE LININGS AT THIS TIME ARE G						CUSTOMER PAY
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						SSC No. ----
Condition 2						Agreement ----
Op Code Desc: TIRE TREAD DEPTH READINGS ARE VE						Pay Type:
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						CUSTOMER PAY
Condition 3						SSC No. ----
Op Code Desc: BATTERY TEST AT THIS TIME REVEAL						Agreement ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						Pay Type:
Condition 4						CUSTOMER PAY
Op Code Desc: PERFORM A 27 POINT INSPECTION FO						SSC No. ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						Agreement ----
Condition 5						Pay Type:
Op Code Desc: PERFORM FLOOR MAT ENTRAPMENT REC						WARRANTY PAY
PERFORM FLOOR MAT ENTRAPMENT REC ALL ~ ~00 ~ ~70287 SSC 90L PERFORMED 90L --PEDAL MODIF9915M8 90						SSC No. ----
Condition 6						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/09/2010	69,811	AUTONATION TOY S. AUSTIN-(42262)		0900728	\$45.46
Condition 1						Pay Type:
Op Code Desc: 5K FACTORY MAINTENANCE (RT TIRES						CUSTOMER PAY
5K FACTORY MAINTENANCE (RT TIRES ,ADJ TIRE PRESSURE,INSP & TOP OF ALL FLUIDS,INSP BRK LINGINGS AN DHOSSES,RESET MAINT LIGHT,INSP IN T & EXT LIGHTING AND A 27 PT INS P.) ~ ~ ~ ~						SSC No. ----
Condition 2						Agreement ----
Op Code Desc: BRAKE LININGS AT THIS TIME ARE G						Pay Type:
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						CUSTOMER PAY
Condition 3						SSC No. ----
Op Code Desc: TIRE TREAD DEPTH READINGS ARE VE						Agreement ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						Pay Type:
Condition 4						CUSTOMER PAY
Op Code Desc: BATTERY TEST AT THIS TIME REVEAL						SSC No. ----
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						Agreement ----
Condition 5						Pay Type:
Op Code Desc: PERFORM A 27 POINT INSPECTION FO						CUSTOMER PAY
PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~						SSC No. ----
Condition 6						Agreement ----
Op Code Desc: COMPLIMENTARY LUBE OIL AND FILTE						Pay Type: INTERNAL
COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~ ~ ~ ~						(DEALER) PAY
Condition 7						SSC No. ----
Op Code Desc: FREE LUBE OIL AND FILTER CHANGE						Agreement ----
FREE LUBE OIL AND FILTER CHANGE ~ ~ ~ ~						
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total

----	05/15/2010	59,300	AUTONATION TOY S. AUSTIN-(42262)	0864312	\$133.36
Condition 1					Pay Type: CUSTOMER PAY
Op Code Desc:	60K FACTORY MAINT(RT TIRES/ADJ P 60K FACTORY MAINT(RT TIRES/ADJ P RESSURES,INSP/TOP OFF FLUID LEVE LS,REP ENG & A/C FILTER,SEE MENU FOR TOYOTA INSP/ADJUSTMENTS,CKA LL LIGHTS,RESET MAINT LIGHT AND 27PT INSPECTION) ~ ~ ~ ~59300 COMPLETED 60K**				SSC No. ----
					Agreement ----
Condition 2					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	COMPLIMENTARY LUBE OIL AND FILTE COMPLIMENTARY LUBE OIL AND FILTE R CHANGE WITH A 27 POINT INSPECT ION ~ ~ ~ ~59300 FLOF 27PT**0.5 HRS**				SSC No. ----
					Agreement ----
Condition 3					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	BRAKE LININGS AT THIS TIME ARE G PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				SSC No. ----
					Agreement ----
Condition 4					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	TIRE TREAD DEPTH READINGS ARE VE PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				SSC No. ----
					Agreement ----
Condition 5					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	BATTERY TEST AT THIS TIME REVEAL PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				SSC No. ----
					Agreement ----
Condition 6					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	PERFORMED A WALKAROUND INSPECTIO PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				SSC No. ----
					Agreement ----
Condition 7					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	PERFORM A 27 POINT INSPECTION FO PERFORM A 27 POINT INSPECTION FO R THE CUSTOMER ~ ~ ~ ~				SSC No. ----
					Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.
----	02/26/2010	55,427	AUTONATION TOY S. AUSTIN-(42262)		0848233
Condition 1					Pay Type: CUSTOMER PAY
Op Code Desc:	5K FACTORY MAINTENANCE (RT TIRES)				SSC No. ----
					Agreement ----
Condition 2					Pay Type: CUSTOMER PAY
Op Code Desc:	PERFORMED A WALKAROUND INSPECTIO				SSC No. ----
					Agreement ----
Condition 3					Pay Type: CUSTOMER PAY
Op Code Desc:	PERFORM A 27 POINT INSPECTION FO				SSC No. ----
					Agreement ----
Condition 4					Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:	COMPLIMENTARY LUBE OIL AND FILTE				SSC No. ----
					Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.
----	11/19/2009	50,078	AUTONATION TOY S. AUSTIN-(42262)		0828452

Condition 1

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:RECOMMENDED SERVICE - ROTATE TIR

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/18/2009	45,096	AUTONATION TOY S. AUSTIN-(42262)		0810196	\$20.88

Condition 1

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:RECOMMENDED SERVICE - 45K SERVIC

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/30/2009	42,685	AUTONATION TOY S. AUSTIN-(42262)		0800750	\$361.86

Condition 1

Op Code Desc:*MAINTENANCE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:*MAINTENANCE
~|~ ~|~42685 RR RAER LATCH

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:*MAINTENANCE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/18/2009	39,833	AUTONATION TOY S. AUSTIN-(42262)		0786848	\$26.91

Condition 1

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:RECOMMENDED SERVICE - ROTATE TIR

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/26/2008	34,707	AUTONATION TOY S. AUSTIN-(42262)		0765877	\$58.00

Condition 1

Op Code Desc:ROTATE 4 TIRES, FACTORY VEHICLE
~|~ ~|~34707 5KCN COMPLETED

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----

~ ~ ~ ~34707 FLOF27PT COMPLETED							Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total	
----	09/17/2008	30,152	AUTONATION TOY S. AUSTIN-(42262)		0747388	\$331.83	
Condition 1							Pay Type: CUSTOMER PAY
Op Code Desc:REPLACE ENGINE AIR FILTER,CABIN							SSC No. ----
~ ~ ~ ~30152 PERFORMED 30KCN SERV ICE.							Agreement ----
Condition 2							Pay Type: CUSTOMER PAY
Op Code Desc:FUEL INJECTOR SERVICE							SSC No. ----
~ ~ ~ ~30152 PERFORMED FUEL INJEC TOR SERVICE.							Agreement ----
Condition 3							Pay Type: CUSTOMER PAY
Op Code Desc:CUSTOMER SERVICE							SSC No. ----
~ ~ ~ ~30152 COMPLETED							Agreement ----
Condition 4							Pay Type: CUSTOMER PAY
Op Code Desc:PERFORM BRAKE ADJUSTMENT							SSC No. ----
~ ~ ~ ~30152 PERFORMED REAR CLEAN ING ANDADJUSTMENT OF BRAKES.							Agreement ----
Condition 5							Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE							SSC No. ----
~ ~ ~ ~30152 FLOF27PT							Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total	
----	06/13/2008	25,120	AUTONATION TOY S. AUSTIN-(42262)		0727649	\$107.09	
Condition 1							Pay Type: CUSTOMER PAY
Op Code Desc:ROTATE 4 TIRES, FACTORY VEHICLE							SSC No. ----
Condition 2							Pay Type: CUSTOMER PAY
Op Code Desc:REPLACE ENGINE AIR FILTER							SSC No. ----
Condition 3							Pay Type: CUSTOMER PAY
Op Code Desc:*MAINTENANCE							SSC No. ----
Condition 4							Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE							SSC No. ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total	
----	03/17/2008	19,883	AUTONATION TOY S. AUSTIN-(42262)		0708729	\$54.87	
Condition 1							Pay Type: CUSTOMER PAY
Op Code Desc:ROTATE 4 TIRES, FACTORY VEHICLE							SSC No. ----
Condition 2							Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE							SSC No. ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total	

---- 12/03/2007 14,406 AUTONATION TOY S. 0256276 \$70.29

AUSTIN-(42262)

Condition 1

Op Code Desc:ROTATE 4 TIRES, FACTORY VEHICLE

Condition 2

Op Code Desc:COMPLIMENTARY LUBE OIL AND FILTE

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20U753 [REDACTED]

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224	VIN: JTDKB20U75 [REDACTED]	Original Selling Dealer: SERRA TOYOTA (21111)
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DOFU: 07/21/2005	Model Description: PRIUS HYBRID GAS/ELEC SDN	
Built Date:05/25/2005	Exterior color: MILLENNIUM SILVER (01C0)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: DARK CHARCOAL (FA18)	
Engine type: 1NZ	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	06/23/06	VICTORY TOYOTA
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	02/02/11	CRAMER TOYOTA OF VENICE
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	02/02/11	CRAMER TOYOTA OF VENICE
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
02/27/2012	02/27/2012	76,665	CRAMER TOYOTA OF VENICE-(09162)		0433300	\$191.13
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: 17.95 LOF SPECIAL CUSTOMER REQUESTS 17.95 LOF SPEC IAL - - - -COMPLETED SERVICE						SSC No. ---- Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: COMPLIM. INSPECTION CUSTOMER REQUESTS COMPLIMENTARY MAINTENANCE AND SAFETY INSPECTIO N INSPECT BRAKES AS PER CUSTOMER REQUEST - - - -COMPLETED INSPECTION						SSC No. ---- Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: -232(BRAKE CLN & ADJ CUSTOMER REQUESTS BRAKES CLEAN A ND ADJUST - - - -COMPLETED BRAKES CLEAN AND AD JUST						SSC No. ---- Agreement ----
Condition 4						Pay Type: CUSTOMER PAY
Op Code Desc: -BRAKE FLUID FLUSH CUSTOMER REQUESTS BRAKE FLUID FL USH - -FLUSH BRAKE FLUID - -COMPLETED BRAKE FLUID FLUSH						SSC No. ---- Agreement ----
Condition 5						Pay Type: CUSTOMER PAY
Op Code Desc: DRIVE BELT REPLACE CUSTOMER REQUESTS DRIVEBELT TO B E REPLACED - -DRIVEBELT DRY AND CRACKED - -REMOVE AND REPLACE DRIVEBELT						SSC No. ---- Agreement ----
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total

02/02/2011	02/04/2011	61,985	CRAMER TOYOTA OF VENICE-(09162)		0403273	\$246.47
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
02/02/2011	02/04/2011	61,985	CRAMER TOYOTA OF VENICE-(09162)		0403273	\$75.25
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
02/02/2011	02/02/2011	61,987	CRAMER TOYOTA OF VENICE-(09162)		0403288	\$0.00
Condition 1						Pay Type:
Op Code Desc: BODY ELECT CONCERN						CUSTOMER PAY
CUSOTMER REQUESTS WE CUT KEY - K EY IN STOCK ~ ~ ~ ~CUT KEY						SSC No. ----
Condition 2						Agreement ----
Op Code Desc: REPAIR SUBLETS						Pay Type:
						EXTENDED WARRANTY
						SSC No. ----
						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
02/02/2011	02/02/2011	61,985	CRAMER TOYOTA OF VENICE-(09162)		0403273	\$173.25
Condition 1						Pay Type:
Op Code Desc: DRIVEABILITY CONCERN						CUSTOMER PAY
CUSTOMER STATES TIRE WOBBLY ~ ~TIRES CHOPPED - ~ ~ROTATED TIRES FRONT TO REAR						SSC No. ----
Condition 2						Agreement ----
Op Code Desc: A0N RECALL						Pay Type:
CUSTOMER REQUESTS COOLANT PUMP I NSPECTION AS PER SSC A0N ~ ~APPLICABLE TO VEHICLE						WARRANTY PAY
~ ~COMPLETED SSC # A0N REPLACMEN T OF HV COOLANT PUMP						SSC No. ----
Condition 3						Agreement ----
Op Code Desc: 90L FLOOR MAT ENT.						Pay Type:
CUSTOMER REQUESTS FLOOR MAT ENTR APMENT RECALL INSPECTION TO BE P ERFORMED.						WARRANTY PAY
~ ~INSPECT AS PER CUSTOMER REQUE ST , VEHICLE IS AFFECTED BY RECA LL FOR FLOOR MAT						SSC No. ----
ENTRAPMENT. ~ ~PERFORMED SSC#90L AS PER INST RUCTIONS.						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/22/2008	39,223	SERRA TOYOTA- (21111)		0036062	\$14.23
Condition 1						Pay Type:
Op Code Desc: VALVOLINE OIL CHANGE						CUSTOMER PAY
VALVOLINE OIL CHANGE ~ ~QUICK OIL CHANGE REPLACE OIL FILTER WITH VALVOLINE OIL FILTER						SSC No. ----
REPLACE ENGINE OIL (UP TO 5 QUARTS) REPLACE OIL CHANGE STICKER ~ ~ ~ ~MISC OIL CHANGE ALL						Agreement ----
MAKES						
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
05/12/2008	05/14/2008	35,799	SERRA TOYOTA- (21111)		-----	\$36.80
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/12/2008	35,799	SERRA TOYOTA- (21111)	BRENEMAN, J	0032840	\$36.80
Condition 1						Pay Type:
Op Code Desc: SOUND SYSTEM						WARRANTY PAY
						SSC No. ----

SOUND SYSTEM ~|~CUSTOMER STATES THE CD'S ARE SKIPPING SOP HERE ~|~CD PLAYER IS SKIPPING ~|~REPLACE THE SPECIAL ORDER CD PLAYER/RADIO UNIT.HAS 1 C.D. IN PLAYER-WILL CONTACT CUSTOMER WHEN CD IS SHIPPED BACK FROM RADIO MANUFACTURE 860031 .4

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	05/09/2008	35,242	SERRA TOYOTA- (21111)	BRENEMAN, J	0032703	\$0.00
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Condition 1

Op Code Desc:SOUND SYSTEM

SOUND SYSTEM ~|~CUSTOMER STATES THE CD PLAYER SKIPS BAD,OCCURS ON ALL CD'S ~|~CD PLAYER SKIPPING ~|~SPECIAL ORDER NEW RADIO/CD PLAYER UNIT 5/9 10:30 CLAIM # TO51552706

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	05/05/2008	35,143	SERRA TOYOTA- (21111)	BRENEMAN, J	0032479	\$0.00
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Condition 1

Op Code Desc:SOUND SYSTEM

SOUND SYSTEM ~|~CUSTOMER STATES WHILE DRIVING YESTERDAY THE CD PLAYER WAS SKIPPING REAL BAD 3-4 DIFFERENT CD'S.CUSTOMER PLAYED SAME CD'S IN HOUSE CD PLAYER AND WORKED OK.CD PLAYER SEEMS TO BE WORKING OK TODAY,WAS DRIVING FOR A WHILE WHEN CD PLAYER WAS ACTING UP-CHECK AND ~|~ ~|~UNABLE TO DUPLICATE ANY SKIPPING NOISE,CD'S PLAYED FOR APROX 30-40 MINUTES WITHOUT SKIPPING.RECOMMEND BRING VEHICLE BACK WHEN OCCURS OR WHEN OCCURS MORE OFTEN TO DIAG CONCERN. MAY NEED TO LEAVE VEHICLE FOR A FEW HOURS TO DIAG

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	09/26/2007	30,292	SERRA TOYOTA- (21111)	SAUVE, D	0023289	\$282.67
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Condition 1

Op Code Desc:SCION MAINT

SCION MAINT ~|~CUSTOMER REQUESTS 30,000 MILE SERVICE ~|~ ~|~30,000 WS MILE SERVICE AT 30000

Condition 2

Op Code Desc:WHEELS/TIRES

WHEELS/TIRES ~|~VEHICLE IS PULLING TO THE LEFT PLEASE CHECK AND ADVISE ~|~ ~|~NEEDS 4 TIRES AND ALIGNMENT

Condition 3

Op Code Desc:CHECK ENGINE LIGHT

CHECK ENGINE LIGHT ~|~CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE LIGHT WAS COMMING ON AND OFF. ~|~ ~|~FOUND HOSE SLIGHTLY DISCONNECTED FROM THE BACK OF THE AIR BOX. RECONNECTED AND RECHECKED. N/C TO CUSTOMER RESET LIGHT

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	04/10/2007	25,363	SERRA TOYOTA- (21111)	BRENEMAN, J	0017394	\$52.70
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Condition 1

Op Code Desc:5000 MILE SERVICE

5000 MILE SERVICE ~|~CUSTOMER REQUESTS 5,000 MILE MAINTENANCE Replace engine oil (up to 5 quarts) Replace engine oil filter Tire rotation (except mr2 Spyder) Reset maintenance light Fill washer solvent Reset tire light is necessary Check tires and pressure Check all fluid lev ~|~ ~|~COMPLETED 5,000 MILE MAINTENANCE

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	08/28/2006	14,896	VICTORY TOYOTA- (21110)	FOSTER, M	0019939	\$44.93
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Condition 1

Op Code Desc:EVERYDAY OIL CHANGE

EVERYDAY OIL CHANGE ~|~CUSTOMER REQUESTS OIL AND FILTER CHANGE. ~|~ ~|~COMPLETED OIL AND Agreement ----
 FILTER CHANGE, ADJUSTED TIRE PRESSURE, TOPPED OFF ALL NEEDED FLUIDS.

Condition 2

Op Code Desc:ROTATE TIRES

ROTATE TIRES ~|~CUSTOMER REQUESTS TIRE ROTATION ~|~ ~|~ROTATED TIRES AT CUSTOMERS REQUEST.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:INTERIOR TRIM

INTERIOR TRIM ~|~CUST STATES WATER LEAKING ONTO DRIVERS FLOOR ~|~ ~|~LEAK IS COMING IN FROM DRIVERS SIDE OF WINDSHIELD WINDSHIELD HAS BEEN REPLACED

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/23/2006	11,998	VICTORY TOYOTA- (21110)	FOSTER, M	0017941	\$0.00

Condition 1

Op Code Desc:STEER/SUSP RECALL

STEER/SUSP RECALL ~|~RECALL 60C ~|~RECALL/CAMPAIGN ~|~REPLACED STEERING SHAFT#2 6509E1 .9

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
06/23/2006	06/23/2006	11,998	VICTORY TOYOTA- (21110)	0017941	\$123.51

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/24/2006	10,004	VICTORY TOYOTA- (21110)	FOSTER, M	0016204	\$39.94

Condition 1

Op Code Desc:\$19.95 LOF SPECIAL

\$19.95 LOF SPECIAL ~|~CUSTOMER REQUESTS OIL CHANGE SPECIAL \$19.95+TAX/SS ~|~REQUESTED ~|~COMPLETED OIL AND FILTER CHANGE. ADJUSTED TIRE PRESSURE, TOPPED OFF ALL NEEDED FLUIDS.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:ROTATE TIRES

ROTATE TIRES ~|~CUSTOMER REQUESTS TIRE ROTATION ~|~ ~|~ROTATED TIRES AT CUSTOMERS REQUEST.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/28/2005	6,517	VICTORY TOYOTA- (21110)	FOSTER, M	0013582	\$0.00

Condition 1

Op Code Desc:ENGINE MAJOR

ENGINE MAJOR ~|~WHEN FILLING UP /GAUGE THAT SHOW AVERAGE MILES PEF GALLON JUMPS AROUND FOR ABOUT 50MILES ~|~ ~|~NORMAL OPERATION/VEH RECALIBRATING

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/22/2005	4,992	VICTORY TOYOTA- (21110)	STEWART, D	0012898	\$43.78

Condition 1

Op Code Desc:EVERYDAY OIL CHANGE

EVERYDAY OIL CHANGE ~|~CUSTOMER REQUESTS OIL AND FILTER CHANGE. ~|~ ~|~COMPLETED OIL AND Agreement ----
 FILTER CHANGE, ADJUSTED TIRE PRESSURE, TOPPED OFF ALL NEEDED FLUIDS.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:ROTATE TIRES

Pay Type:
CUSTOMER PAY
SSC No. ----

ROTATE TIRES ~|~CUSTOMER REQUESTS TIRE ROTATION ~|~ ~|~ROTATED TIRES AT CUSTOMERS REQUEST. **Agreement ----**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/13/2005	10	SERRA TOYOTA-		0000530	\$116.80
			(21111)			

Condition 1

Op Code Desc:PDI

PDI ~|~PDI STK# 53075723 ~|~ ~|~COMPLETE

Pay Type:
WARRANTY PAY
SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/01/2005	1	SERRA TOYOTA-	LAGARDE, J	0000168	\$30.00
			(21111)			

Condition 1

Op Code Desc:EXTERIOR TRIM

EXTERIOR TRIM ~|~CLEAN VEHICLE FOR DELIVERY ~|~ ~|~COMPLETED

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/30/2005	1	SERRA TOYOTA-	LAGARDE, J	0000166	\$116.80
			(21111)			

Condition 1

Op Code Desc:PDI

PDI ~|~PDI STK#53075723 ~|~ ~|~COMPLETED

Pay Type:
WARRANTY PAY
SSC No. ----

Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
07/21/2005	----	1	SERRA TOYOTA-	0075723	\$13.25
			(21111)		

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20U853

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224

VIN:
JTDKB20U853

Original Selling Dealer: RED MCCOMBS
TOYOTA (42201)

DOFU: 06/13/2005

Model Description: PRIUS HYBRID GAS/ELEC SDN

Built Date:05/16/2005

Exterior color: TIDELAND PEARL (06S9)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: DK BROWN/IVORY/ECRU (FA08)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	08/03/10	UNIVERSAL TOYOTA
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	06/29/06	UNIVERSAL TOYOTA
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	03/11/11	UNIVERSAL TOYOTA
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
03/11/2011	03/11/2011	29,950	UNIVERSAL TOYOTA- (42241)		0395416	\$114.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: MULTIPOINT INSPECT PERFORM MULTIPOINT INSPECTION ~ ~ ~ ~COMPLETED						SSC No. ---- Agreement ----
Condition 2						Pay Type: EXTENDED WARRANTY
Op Code Desc: REPAIR SUBLETS						SSC No. ---- Agreement ----
Condition 3						Pay Type: WARRANTY PAY
Op Code Desc: CAMPAIGN SERVICE CAMPAIGN WATER PUMP RECA LL ~ ~ ~ ~REPLACED WATER PUMP						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/03/2010	25,990	UNIVERSAL TOYOTA- (42241)		0362205	\$74.70
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: 90 L CAMPAIGN 90 L CAMPAIGN POTENTIAL FLOOR MA T INTERFERENCE WITH ACCELERATOR PEDAL ~ ~90 L CAMPAIGN ~ ~COMPLETED 90 L CAMPAIGN						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/05/2008	18,580	UNIVERSAL TOYOTA- (42241)		0252424	\$33.90

Condition 1

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Op Code Desc:MINOR SERVICE

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/06/2007	14,435	UNIVERSAL TOYOTA- (42241)		0225143	\$188.40

Condition 1

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Op Code Desc:PREMIUM INTERMEDIATE

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
06/28/2006	06/29/2006	7,396	UNIVERSAL TOYOTA- (42241)	0G69332	\$150.90

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
06/11/2005	----	5	RED MCCOMBS TOYOTA-(42201)	0R43287	\$96.00

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
06/13/2005	----	1	RED MCCOMBS TOYOTA-(42201)	0072331	\$13.25

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20U95

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224	VIN: JTDKB20U95	Original Selling Dealer: KEARNY MESA TOYOTA (04576)
DOFU: 11/15/2004	Model Description: PRIUS HYBRID GAS/ELEC SDN	
Built Date:10/21/2004	Exterior color: MILLENNIUM SILVER (01C0)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: DARK CHARCOAL (FA18)	
Engine type: 1NZ	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Served	Servicing Dealer
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	12/12/06	FRANK TOYOTA
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	11/04/10	RUDY LUTHER TOYOTA
50P-2004 Through Early 2005 Model Year Prius Electronic Control Module Reprogramming	Completed	04/06/06	FRANK TOYOTA
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Expired		RUDY LUTHER TOYOTA
C0U-Safety Recall C0U Remedy Notice - 2004 to certain 2009 Model Year Prius Vehicles Hybrid Electric Water Pump	Not Completed	----	----
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/04/2010	22,698	RUDY LUTHER TOYOTA-(22030)	YANG, K	0590174	\$416.29

Condition 1

Op Code Desc:BODY ELEC-MAJOR

BODY ELEC-MAJOR -]-CUSTOMER STATES THAT FOUND OUT THAT WINDOW WAS OPEN HALF WAY ON DRIVER SIDE DOOR FROM THE CONTRUCTION DIRT. THINKS VEHICLE WAS BROKEN INTO AND NOW VEHICLE DIES OVER NIGHT. KEEP HAVING TO JUMP START TO GET IT RUNNING. CHECK AND ADVISE. -]-SMART ENTRY INOPERATIVE, KEYLESS ENTRY UNLOCK DOUBLE BEEP AN SWER BACK ONLY SOUNDS SINGLE BEEP. 12V SOURCE BATTERY STATE OF CHARGE BELOW THRESHOLD VOLTAGE NEEDED FOR ECU'S TO FUNCTI ON. ATTACHED JUMPER BOX AND GOT VEHICLE INSIDE. MANY MIL'S ILLUMINATED. -]-ATTACHED GR-8 BATTERY STATION, INITIAL TESTING PASSES, BEGAN RECHARGE CYCLE. SECOND STAGE TESTING PASSES, ENTERED RECOVER Y MODE. THIRD STAGE TESTING FAILS, CODE 983P. NEEDS TO REPLA CE BATTERY.

Pay Type:

CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:PRIUS FLOOR MATS

PRIUS FLOOR MATS -]-VERIFY RECALL 90L APPLIES TO THIS VEHICLE. THERE IS A POTENTIAL FOR AN UNSECURED OR INCOMPATIBLE DRIVER'S FLOOR MAT TO INTERFERE WITH THE ACCELERATOR PEDAL AND CAUSE IT TO GET STUCK IN THE WIDE OPEN POSITION. THIS MAY RESULT IN VERY HIGH VEHICLE SPEEDS AN -]-TOYOTA FACTORY SAFETY RECALL. -]-PRIUS - ACCELERATOR PEDAL MODIFICATION. INSPECT THE FRONT CARPET AND FLOOR MAT AND CLEAN THEM AS APPROPRIATE. OP CODE: 9915M8, FRH: 0.9 HRS.

Pay Type:

CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 3**Op Code Desc:**SYNTHETIC LOF

SYNTHETIC LOF ~|~COMPLETE OIL AND FILTER CHANGE USING PREMIUM SYNTHETIC OIL MOBILE ONE SYNTHETIC. ~|~ ~|~SYNTHETIC OIL & FILTER CHANGE W/ LUBE 01/05

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4**Op Code Desc:**ADVISED OF SERVICE

ADVISED OF SERVICE ~|~WE HAVE RECOMMENDED REPAIRS AND/OR MAINTENANCE NEEDED ON YOUR VEHICLE THAT YOU HAVE DECLINED AT THIS TIME. REFER TO THE RECOMMENDED SERVICES FIELD AT THE BOTTOM OF YOUR INVOICE FOR A LIST OF THESES SERVICES. PLEASE CONTACT OUR SERVICE DEPARTMENT AT 763-22 ~|~ ~|~THANK YOU FOR CHOOSING RUDY LUTHER TOYOTA SCION.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5**Op Code Desc:**RENTAL VEH CUST PAY

RENTAL VEH CUST PAY ~|~CUSTOMER PAY RENTAL VEHICLE. PLEASE PRESENT DRIVERS LICENSE, INSURANCE POLICY NUMBER AND MAJOR CREDIT CARD. PLEASE REFUEL VEHICLE BEFORE RETURNING TO PREVENT REFUELING CHARGES. ~|~RENTAL # ~|~TRAC345

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6**Op Code Desc:**TIRE CONDITION-RED

TIRE CONDITION-RED ~|~INSPECTED TIRES AND FOUND CONDITION TO BE POOR. RECOMMEND TIRE REPLACEMENT. ~|~AUTO GENERATED ~|~AUTO GENERATED

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7**Op Code Desc:**WIPER/WASHER - RED

WIPER/WASHER - RED ~|~WHILE INSPECTING YOUR VEHICLE, THE TECHNICIAN DISCOVERED AN ~|~ISSUE WITH YOUR WINDSHIELD WIPER AND/OR WASHER SYSTEM THAT ~|~REQUIRES IMMEDIATE ATTENTION.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 8**Op Code Desc:**REPORT CARD COMPLETE

REPORT CARD COMPLETE ~|~YOUR VEHICLES REPORT CARD HAS BEEN COMPLETED AND WILL BE ~|~ATTACHED TO YOUR FINAL INVOICE. PLEASE CONTACT YOUR SERVICE ~|~CONSULTANT AT (763)222-2020 WITH ANY QUESTIONS OR CONCERNS.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 9**Op Code Desc:**REPLACE BATTERY

REPLACE BATTERY ~|~ ~|~FAILED TESTING ~|~HYBRID VEHICLE SUPPLY BATTERY, R&R 04/09 REPLACED.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 10**Op Code Desc:**PRIUS FLOOR MATS

PRIUS FLOOR MATS ~|~VERIFY RECALL 90L APPLIES TO THIS VEHICLE. THERE IS A POTENTIAL FOR AN UNSECURED OR INCOMPATIBLE DRIVER'S FLOOR MAT TO INTERFERE WITH THE ACCELERATOR PEDAL AND CAUSE IT TO GET STUCK IN THE WIDE OPEN POSITION. THIS MAY RESULT IN VERY HIGH VEHICLE SPEEDS AN ~|~TOYOTA FACTORY SAFETY RECALL. ~|~PRIUS - ACCELERATOR PEDAL MODIFICATION. INSPECT THE FRONT CARPET AND FLOOR MAT AND CLEAN THEM AS APPROPRIATE. OP CODE: 9915M8, FRH: 0.9 HRS.

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/19/2009	20,866	RUDY LUTHER TOYOTA-(22030)	BEYER, D	0468703	\$50.50

Condition 1**Op Code Desc:**BODY ELEC-MINOR

BODY ELEC-MINOR ~|~CUSTOMER STATES BATTERY LOOSES CHARGE AFTER SITTING 2 DAYS ~|~CHARGE SYSTEM AND TESTED DRAW AND CHARGING ~|~ALL OK

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/12/2006	10,623	FRANK TOYOTA- (04041)	MONTEZ, M	0048063	\$274.91

Condition 1**Pay Type:**
WARRANTY PAY**Op Code Desc:**PRIUS STEERING SHAFT**SSC No.** ----

PRIUS STEERING SHAFT ~|~INSPECT THE INTERMEDIATE (EXTENSION) SHAFT NO.1 AND STEERING GEAR ENGAGEMENT POINT, REPLACE THE INTERMEDIATE SHAFT NO.2, AND INSPECT THE SLIDING YOKE AND REPLACE IF NECESSARY PER TECHNICAL INSTRUCTIONS. ~|~SPECIAL SERVICE CAMPAIGN,60C
~|~REPLACED #2 SHAFT AND YOKE P2/157

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/12/2006	10,623	FRANK TOYOTA- (04041)	MONTEZ, M	0048064	\$19.95

Condition 1**Pay Type:**
CUSTOMER PAY**Op Code Desc:**BRAKE INSPECTION**SSC No.** ----

BRAKE INSPECTION ~|~INSPECT FRONT AND REAR BRAKES. INSPECT LINES, CALIPERS, CYLINDERS. REMAINING LINING: FRONT...mm REARS...mm ~|~FRONT BRAKES:10.MM REAR BRAKES:4.MM
~|~COMPLETED BRAKE INSPECTION P4/157

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/10/2006	8,271	FRANK TOYOTA- (04041)	MONTEZ, M	0012047	\$55.60

Condition 1**Pay Type:**
WARRANTY PAY**Op Code Desc:**S.O.PART RECEIVED**SSC No.** ----

S.O.PART RECEIVED ~|~SPECIAL ORDER PART RECEIVED

Agreement ----**Condition 2****Pay Type:**
WARRANTY PAY**Op Code Desc:**ELECTRICAL REPAIR**SSC No.** ----

ELECTRICAL REPAIR ~|~CUST REPORTS CD PLAYER INOP WONT REFERENCE AT ALL AND 5 CDS STUCK. ~|~SEIZED CD PLAYER FPN:86120-47100, T-72/83 ~|~R&R RADIO ASSEMBLY.Z=EXCHANGE# T1053197

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/29/2006	8,120	FRANK TOYOTA- (04041)	MONTEZ, M	0010391	\$159.60

Condition 1**Pay Type:**
WARRANTY PAY**Op Code Desc:**ACCESSORY INSTALL.**SSC No.** ----

ACCESSORY INSTALL. ~|~CUSTOMER STATES CD PLAYER IS INOP HAS 4 CDS INSIDE ~|~ ~|~SPECIAL ORDER PART 129/SM

Agreement ----**Condition 2****Pay Type:**
WARRANTY PAY**Op Code Desc:**ACCESSORY INSTALL**SSC No.** ----

ACCESSORY INSTALL ~|~CUSTOMER STATES RADIO RECEPTION IS WEAK AND SCRATCHY ~|~ ~|~SOP RADIO

Agreement ----**Condition 3****Pay Type:**
WARRANTY PAY**Op Code Desc:**PRIUS ECM REPROGRAM**SSC No.** ----

PRIUS ECM REPROGRAM ~|~REPROGRAM THE ECM AND APPLY A DIELECTRIC GREASE TO A CONNECTOR FOR THE TRANSAXLE WHERE APPLICABLE PER TECHNICAL INSTRUCTIONS. ~|~SPECIAL SERVICE CAMPAIGN,50P ~|~REFLASHED HV ECV AND ENGINE PU/129

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/17/2006	7,618	FRANK TOYOTA- (04041)		0674752	\$574.00

Condition 1**Pay Type:**
CUSTOMER PAY**Op Code Desc:**Chassis Electrical Diagnosis - All**SSC No.** ----

Chassis electrical ~|~customer states vehicle was in collision and requires repair/welding to rt rear of vehicle. needs hybrid battery and all vulnerable computers disconnected by prius certified technician for later reconnection after body repairs completed. ~|~ ~|~PERFORMED REPAIRS, REPLACED BATTERY AND DISCONNECTED COMPUTERS P1/T5

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/17/2005	6,927	KEARNY MESA TOYOTA-(04576)	FARRIS, K	0261047	\$47.27

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:7,500 MILE SERVICE **SSC No.** ----
7,500 MILE SERVICE ~|~PERFORM 7,500 MILE MAINTENANCE SERVICE. ~|~FRT BRKS9 MM REA R4 MM **Agreement** ----
~|~REPLACED ENGINE OIL AND FILTER,CHECK ALL FLUID LEVELS,INSPEC T BRAKES ADJ. AS NEC.CHECK BELTS AND HOSES.INSPECT STEERING AND SUSPENSION.ROTATE TIRES/ADJUST PRESSURES SAFETY INSPECTI ON AND ROAD TEST VEHICLE.

Condition 2 **Pay Type:**
CUSTOMER PAY
Op Code Desc:SOUND SYSTEM **SSC No.** ----
SOUND SYSTEM ~|~CUSTOMER STATES THAT CD PLAYER IS READING ERROR CDS ARE STUCK IN **Agreement** ----
PLAYER CHECK AND ADVISE ~|~ ~|~ORDERED CD PLAYER

Condition 3 **Pay Type:**
CUSTOMER PAY
Op Code Desc:ENGINE ELECTRICAL **SSC No.** ----
ENGINE ELECTRICAL ~|~PERFORM SSC 50P ~|~ ~|~NEED MORE TIME TO PERFORM CAMPAIGN **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/12/2005	5,195	KEARNY MESA TOYOTA-(04576)	FARRIS, K	0246046	\$23.74

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:*5K SERVICE **SSC No.** ----
*5K SERVICE ~|~CUSTOMER REQUESTS 5000 MILE SERVICE ~|~FRT BRKS 10 MM REA R4 MM ~|~5000 MILE **Agreement** ----
SERVICE PERFORMED

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/14/2005	1,243	KEARNY MESA TOYOTA-(04576)	FARRIS, K	0221816	\$145.40

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:COULD NOT DUPLICATE **SSC No.** ----
COULD NOT DUPLICATE ~|~CUSTOMER STATES THAT THERE IS A VIBRATION AT ALL SPEEDS IN THE **Agreement** ----
DRIVE TRAIN CHEK ANDAS DVUISE ~|~ ~|~1243 ROAD TESTED CITY AND FWY NORMAL ROAD FEEL ONLY FELT INSP TIRE PRESS OK INSP SUSP OK

Condition 2 **Pay Type:**
CUSTOMER PAY
Op Code Desc:COULD NOT DUPLICATE AT THIS TIME **SSC No.** ----
COULD NOT DUPLICATE AT THIS TIME ~|~CUSTOMER STATES THAT AFTER CAR IS WARM THERE IS A **Agreement** ----
RATTLE TYPE NOISE ON LEFT FRONT CHECK AND ADVISE ~|~ ~|~1243 SLIGHT CLICKING TYPE NOISE NORMAL CHARACTERISTI C OF CAR

Condition 3 **Pay Type:**
CUSTOMER PAY
Op Code Desc:NORMAL AT THIS TIME **SSC No.** ----
NORMAL AT THIS TIME ~|~CUSTOMER STATES THAT WHEN CAR IS ON BUT IN PARK INTERMITTELY THE **Agreement** ----
CAR WILL ROCK FORWARD CHECK ANDASVSIE ~|~ ~|~1243 NORMAL FEEL AT TIMES GAS ENG COMING ON AT TIMES

Condition 4 **Pay Type:**
CUSTOMER PAY
Op Code Desc:COULD NOT DUPLICATE **SSC No.** ----

COULD NOT DUPLICATE ~|~CUSTOMER STATES THAT WHEN CAR IS IN B POSITION THEN COMING TO A STOP THE CAR HAS A ROUGH IDLE CHECK AND ADVISE ~|~ ~|~1243 NORMAL SLIGHT MOVEMENT IN B RANGE COMPARED TO NEW CAR

Condition 5

Op Code Desc:ALL NORMAL AT THIS TIME

ALL NORMAL AT THIS TIME ~|~CUSTOMER STATES THAT SHIFT LEVER INTERMITTLY WILL SHIFT INTO NEUTRAL INSTEAD OF DRIVE OR REVERSE CHECK AND ADVISE ~|~ ~|~1243 SHIFTED REPEATEDLY NORMAL IF SHIFTED TOO QUICKLY MAY NOT GO INTO GEAR AND REMAIN IN N

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:NORMAL AT THIS TIME

NORMAL AT THIS TIME ~|~CUSTOMER STATES THAT CRUISE CONTROL WILL NOT RESUME INTERMITTLY CHECK AND ADVISE ~|~ ~|~1243 CRUISE CONTROL OP NORMAL AT THIS TIME SET AND RESUMED REPEATEDLY NORMAL

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:COULD NOT DUPLICATE

COULD NOT DUPLICATE ~|~CUSTOMER STATES THAT YOU CAN HEAR A SHORTING OUT SOUND THROUGH RADIO WHEN OFF CHECK AND ADVISE ~|~ ~|~1243 UNABLE TO DUPL ???

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:NORMAL AT THIS TIME

NORMAL AT THIS TIME ~|~CUSTOMER STATES THAT THERE IS A HIGH PITCHED ALTERNATOR WHIRRING SOUND MORE SO WHEN THERE IS A LOAD CHECK AND ADVISE ~|~ ~|~1243 ONLY NORMAL ENGINE HEARD AT THIS TIME

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 9

Op Code Desc:* HAZARD DISPOSAL FEE OIL

LUBE, OIL AND FILTER CHANGE.CHECK ALL FLUID LEVELS CHECK AND ADJUST TIRE PRESSURE ~|~LUBE, OIL AND FILTER CHANGE.CHECK ALL FLUID LEVELS CHECK AND ADJUST TIRE PRESSURES, 18 POINT INSPECTION ~|~ ~|~1243 FRT BRKS 9 MM RA 4 MM

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 10

Op Code Desc:ALTERNATE TRANSPORTATION IS PROVIDED FOR YOU AT NO CHARGE BY KEARNY MESA TOYOTA.

ALTERNATE TRANSPORTATION IS PROVIDED FOR YOU AT NO CHARGE BY KEARNY MESA TOYOTA. ~|~ALTERNATE TRANSPORTATION IS PROVIDED FOR YOU AT NO CHARGE BY KEARNY MESA TOYOTA. RETURN CAR WITHIN 24 HRS. A LATE CHARGE WILL APPLY AT DAILY RENTAL RATE. CUSTOMER IS RESPONSIBLE FOR FUEL AND DAMAGE WAIVER FEES ~|~ ~|~1243

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/04/2005	01/11/2005	647	KEARNY MESA TOYOTA-(04576)	0211085	\$213.10
01/04/2005	01/11/2005	647	KEARNY MESA TOYOTA-(04576)	0211085	\$79.50
01/04/2005	01/11/2005	647	KEARNY MESA TOYOTA-(04576)	0211085	\$33.85
11/15/2004	----	1	KEARNY MESA TOYOTA-(04576)	0006791	\$11.50
11/18/2004	----	10	KEARNY MESA TOYOTA-(04576)	0205194	\$127.20

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2004 TOYOTA PRIUS(1224)

JTDKB20UX40

VEHICLE DETAILS

Product: 2004 TOYOTA PRIUS 1224	VIN: JTDKB20UX40	Original Selling Dealer: TUSTIN TOYOTA (04543)
DOFU: 01/16/2004	Model Description: PRIUS HYBRID GAS/ELEC SDN	
Built Date:12/17/2003	Exterior color: SALSA RED PEARL (03Q3)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: ECRU (FA08)	
Engine type: 1NZ	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	08/15/06	TUSTIN TOYOTA
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	05/01/10	TUSTIN TOYOTA
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	04/15/13	TUSTIN TOYOTA
40L-2004 Model Year Prius Brake Light Switch	Completed	02/17/05	TUSTIN TOYOTA
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	01/13/11	TUSTIN TOYOTA
50P-2004 Through Early 2005 Model Year Prius Electronic Control Module Reprogramming	Completed	01/12/06	TUSTIN TOYOTA
40D-2004 Model Year Toyota Prius OBD	Completed	01/12/06	TUSTIN TOYOTA

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	04/15/2013	115,910	TUSTIN TOYOTA- (04543)	GOMEZ, M	0521683	\$76.62

Condition 1

Op Code Desc:C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS

C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS -|-CCM COT STEERING INTERMEDIATE SHAFT RECALL -|-C0T

Pay Type:

WARRANTY PAY

SSC No. ---

Agreement ---

Condition 2

Op Code Desc:MOVED TO: 521683C LINE: A

MOVED TO: 521683C LINE: A -|-MOVED TO: 521683C LINE: A

Pay Type: INTERNAL

(DEALER) PAY

SSC No. ---

Agreement ---

Condition 3

Op Code Desc:MOVED TO: 521683C LINE: B

MOVED TO: 521683C LINE: B -|-MOVED TO: 521683C LINE: B

Pay Type: INTERNAL

(DEALER) PAY

SSC No. ---

Agreement ---

Condition 4

Op Code Desc:MOVED TO: 521683C LINE: C

MOVED TO: 521683C LINE: C -|-MOVED TO: 521683C LINE: C

Pay Type: INTERNAL

(DEALER) PAY

SSC No. ---

Agreement ---

Condition 5

Op Code Desc:MOVED TO: 521683C LINE: D

MOVED TO: 521683C LINE: D -|-MOVED TO: 521683C LINE: D

Pay Type: INTERNAL

(DEALER) PAY

SSC No. ---

Agreement ---

Condition 6

Op Code Desc:MOVED TO: 521683C LINE: E
 MOVED TO: 521683C LINE: E -|-MOVED TO: 521683C LINE: E

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:MOVED TO: 521683C LINE: F
 MOVED TO: 521683C LINE: F -|-MOVED TO: 521683C LINE: F

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:MOVED TO: 521683C LINE: G
 MOVED TO: 521683C LINE: G -|-MOVED TO: 521683C LINE: G

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/13/2013	115,910	TUSTIN TOYOTA- (04543)	GOMEZ, M	521683C	\$404.48

Condition 1

Op Code Desc:DEFAULT
 DEFAULT -|-JO2749

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL
 5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL -|-5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES -|-913/147 FRONT BRAKES AT 7.0MM REAR AT 2.0MM TIRES AT 8/32 SET TIRE PRESSURE TO 35PSI

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:DID NOT ROTATE TIRES
 DID NOT ROTATE TIRES -|-NO TIRE ROTATION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:10% DISCOUNT COUPON
 10% DISCOUNT COUPON -|-10% DISCOUNT COUPON

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:PER CUSTOMER AUTHORIZATION, PERFORMED 4 WHEEL ALIGNMENT, CHECKED AND ADJUSTED TO
 PER CUSTOMER AUTHORIZATION, PERFORMED 4 WHEEL ALIGNMENT, CHECKED AND ADJUSTED TO -|-PER CUSTOMER AUTHORIZATION, PERFORM 4 WHEEL ALIGNMENT, CHECK AND ADJUST TOE, CAMBER AND CASTER SETTINGS (IF APPLICABLE) CENTER STEERING WHEEL. CHECK AND ADVISE ON SUSPENSION CONDITION. PRINT BEFORE AND AFTER READINGS,TEST DRIVE VEHICLE

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:SERVICED TRANSMISSION
 SERVICED TRANSMISSION -|-CUSTOMER AUTHORIZED: DRAIN AND REFILL TRANSMISSION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:REPLACED PLUGS
 REPLACED PLUGS -|-CUSTOMER AUTHORIZED: REPLACE SPARK PLUGS

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/22/2012	111,078	TUSTIN TOYOTA- (04543)		0484063	\$233.99

Condition 1

Op Code Desc:15KC CUSTOMER REQUESTS TO PERFORM TUSTIN TOYOTA'S 15,000 MILE MAINTENANCE MENU S

Pay Type:
 CUSTOMER PAY
SSC No. ----

15KC CUSTOMER REQUESTS TO PERFORM TUSTIN TOYOTA'S 15,000 MILE MAINTENANCE MENU S
 ~|~15KC CUSTOMER REQUESTS TO PERFORM TUSTIN TOYOTA'S 15,000 MILE MAINTENANCE MENU
 SERVICE - COMPLETE PLAN - SEE ATTACHED FOR COMPLETE DETAILS ~|~922/147 FRONT BRAKES AT
 7.0MMM REAR AT 2.0MM TIRES AT 6/32, SET TIRE PRESSURE TO 35F REAR AT 33PSI

Agreement ----

Condition 2

Op Code Desc:R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER
 R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER ~|~R&R GLOVE BOX REPLACE AIR CONDITIONER
 FILTER

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 ~|~COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSURES
 PER CARB AR-32 REGULATION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:MAINTENANCE
 MAINTENANCE ~|~CUST HAS 30.00 BOUNS DISC

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:UPON COMPLETION, YOU WILL BE PAGED TO THE CASHIER.THEY WILL ASSIST IN HAVING YOUR
 UPON COMPLETION, YOU WILL BE PAGED TO THE CASHIER.THEY WILL ASSIST IN HAVING YOUR ~|~UPON
 COMPLETION, YOU WILL BE PAGED TO THE CASHIER.THEY WILL ASSIST IN HAVING YOUR VEHICLE
 BROUGHT OUT.IF IT IS ALREADY IN THE SERVICE DRIVE ANY SERVICE VALET CAN RETRIEVE THE
 KEYS.PLEASE SEE YOUR SEVICE ADVISORFOR ANY FURTHER ASSISTANCE.

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/09/2012	106,350	TUSTIN TOYOTA- (04543)	PEREZ, H	0455395	\$288.24

Condition 1

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL
 5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE
 SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
 PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
 REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:DEALER RECOMMENDED, CUSTOMER APPROVED FUEL INDUCTION SERVICE. CLEAN INTAKE VALVE
 DEALER RECOMMENDED, CUSTOMER APPROVED FUEL INDUCTION SERVICE. CLEAN INTAKE VALVE
 ~|~DEALER RECOMMENDED, CUSTOMER APPROVED FUEL INDUCTION SERVICE. CLEAN INTAKE VALVES,
 COMBUSTION CHAMBER, REMOVE DEPOSITS AND INSTALL FUEL TANK CONDITIONER

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:DEALER RECOMMENDED, CUSTOMER APPROVED THROTTLE BODY CLEANING. REMOVE DEPOSITS IN
 DEALER RECOMMENDED, CUSTOMER APPROVED THROTTLE BODY CLEANING. REMOVE DEPOSITS IN
 ~|~DEALER RECOMMENDED, CUSTOMER APPROVED THROTTLE BODY CLEANING. REMOVE DEPOSITS IN
 THROTTLE BODY AREA

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:10% DISCOUNT COUPON
 10% DISCOUNT COUPON ~|~10% DISCOUNT COUPON

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 ~|~COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSURES
 PER CARB AR-32 REGULATION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/01/2012	104,011	TUSTIN TOYOTA-	PRENCAVAGE, M	0444335	\$2,810.14
			(04543)			
Condition 1						Pay Type: WARRANTY PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	HYBRID BATTERY ASSEMBLY					
	HYBRID BATTERY ASSEMBLY - -CUST. STATES CHECK ENGINE LIGHT AND MASTER WARNING LIGHT ARE ON. CHECK ADN ADVISE - -OPEN CIRCUIT HV BATTERY - -104011 REPLACE HV BATTERY					
Condition 2						Pay Type: WARRANTY PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	CHECK AND RESET TIRE PRESSURES PER AR-32 REGULATION					
	CHECK AND RESET TIRE PRESSURES PER AR-32 REGULATION - -CHECK AND RESET TIRE PRESSURES PER AR-32 REGULATION - -F					
Condition 3						Pay Type: WARRANTY PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FO					
	STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FO					
	- -STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FOR					
	GAS/FUEL CHARGES AND ANY INSURANCE.VEHICLE UPGRADE IS AT CUSTOMERS EXPENSE. - -F					
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/06/2011	101,254	TUSTIN TOYOTA-		0417720	\$1,071.98
			(04543)			
Condition 1						Pay Type: CUSTOMER PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL					
	5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL - -5,000 TYPE					
	SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE					
	PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER					
	REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES - -806/161 FRONT BRAKES AT 8.0MM REA RAT 4.0MM					
	TIRES AT 5/32, SET TIRE PRESSURE FRONT TIRES AT 5/32 REAR AT 6/32					
Condition 2						Pay Type: CUSTOMER PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU					
	COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU					
	- -COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSURES					
	PER CARB AR-32 REGULATION					
Condition 3						Pay Type: CUSTOMER PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	REPLACED STEERING SHAFT ASSEMBLY					
	REPLACED STEERING SHAFT ASSEMBLY - -REPLACE STEERING SHAFT AND YOKE					
Condition 4						Pay Type: CUSTOMER PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	REPLACED V BELT					
	REPLACED V BELT - -DRIVE BELTS					
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/05/2011	95,993	TUSTIN TOYOTA-	LACEY, C	0394071	\$78.01
			(04543)			
Condition 1						Pay Type: CUSTOMER PAY
						SSC No. ----
						Agreement ----
Op Code Desc:	5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL					
	5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL - -5,000 TYPE					
	SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE					
	PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER					
	REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES - - - -95993 BRAKES ARE AT FRONT 9MM REAR 4MM					
	REMAINING--					
Condition 2						Pay Type: CUSTOMER PAY

Op Code Desc:COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 ~|~COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSURES
 PER CARB AR-32 REGULATION

SSC No. ----
Agreement ----
Pay Type:
 CUSTOMER PAY

Condition 3

Op Code Desc:RECOMMENDED
 RECOMMENDED ~|~RECOMMENDED-- POSSIBLE THROTTLE BODY CLEAN ON NEXT SERVICE

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/13/2011	94,330	TUSTIN TOYOTA- (04543)	LACEY, C	0386045	\$277.07

Condition 1

Op Code Desc:A0N REPLACE HV ELECTRIC WATER PUMP - PRIUS
 A0N REPLACE HV ELECTRIC WATER PUMP - PRIUS ~|~A0N REPLACE HV ELECTRIC WATER PUMP - PRIUS
 ~|~SSC A0N

Pay Type:
 WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:MOVED TO: 386045C LINE: A
 MOVED TO: 386045C LINE: A ~|~MOVED TO: 386045C LINE: A

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/12/2011	94,330	TUSTIN TOYOTA- (04543)	LACEY, C	386045C	\$95.00

Condition 1

Op Code Desc:REPLACED TAIL LIGHT
 REPLACED TAIL LIGHT ~|~INSTALL TAIL LIGHT-- SPECIAL ORDERED FRONT PARTS COUNTER -- PASS SIDE
 ~|~ ~|~94330 TIRE PRESSURE RF 35PSI LF 35PSI RR 33PSI LR 33PSI TEC # 178

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/27/2010	90,854	TUSTIN TOYOTA- (04543)		0369655	\$323.49

Condition 1

Op Code Desc:30,000 OR 60,000 MILE SERVICE,CHANGE OIL & FILTER,REPLACE AIR & IN-CABIN FILTER,
 30,000 OR 60,000 MILE SERVICE,CHANGE OIL & FILTER,REPLACE AIR & IN-CABIN FILTER, ~|~90,000 MILE
 SERVICE,CHANGE OIL & FILTER,REPLACE AIR & IN-CABIN FILTER,CHECK & TOP ALL FLUID
 LEVELS,INSPECT BRAKES,ADJUST REAR BRAKES,CHECK HEATING,AC OPERATION,LIGHTS,WIPER
 BLADES,DRIVE BELTS,ROTATE & BALANCE TIRES ~|~ ~|~90854 FRONT BRAKES AT 0.0MM REAR AT 4.0MM
 TIRE PRESSURE CONDITION: FRONT 35PSI REAR 33PSI

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSU
 ~|~COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET,CHECK AND RESET TIRE PRESSURES
 PER CARB AR-32 REGULATION

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/01/2010	85,814	TUSTIN TOYOTA- (04543)	LACEY, C	346354C	\$525.75

Condition 1

Op Code Desc:XPRESS LUBE OIL FILTER COMPLETED
 XPRESS LUBE OIL FILTER COMPLETED ~|~XPRESS LUBE OIL & FILTER ~|~ ~|~85812 TEC # 158

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:BUY 3 TIRES PROMO
 BUY 3 TIRES PROMO ~|~BUY 3 TIRES PROMO-- 185-65-15 GOODYEAR

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:COMPLETE 4 WHEEL ALIGNMENT
COMPLETE 4 WHEEL ALIGNMENT ~|-4 WHEEL ALIGNMENT L8995

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET. SEE SHEET FOR RESULTS
COMPLETE MULTI POINT INSPECTION PER INSPECTION SHEET. SEE SHEET FOR RESULTS ~|-COMPLETE
MULTI POINT INSPECTION PER INSPECTION SHEET. SEE SHEET FOR RESULTS ~|-MPI ~|-85812 BRAKE
REPORT FT. 6.5MM REAR 3.5MM TEC # 158

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/01/2010	85,814	TUSTIN TOYOTA- (04543)	LACEY, C	0346354	\$97.20

Condition 1

Op Code Desc:90L PEDAL MOD FOR TUNDRA AND PRIUS
90L PEDAL MOD FOR TUNDRA AND PRIUS ~|-90L PEDAL MOD FOR TUNDRA AND PRIUS ~|-SSC 90L

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:FLOOR MAT CONDITION IS
FLOOR MAT CONDITION IS ~|-FLOOR MAT CONDITION IS ~|-FACTORY MAT CLIPPED IN

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:MOVED TO: 346354C LINE: A
MOVED TO: 346354C LINE: A ~|-MOVED TO: 346354C LINE: A

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:MOVED TO: 346354C LINE: B
MOVED TO: 346354C LINE: B ~|-MOVED TO: 346354C LINE: B

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:MOVED TO: 346354C LINE: C
MOVED TO: 346354C LINE: C ~|-MOVED TO: 346354C LINE: C

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:MOVED TO: 346354C LINE: D
MOVED TO: 346354C LINE: D ~|-MOVED TO: 346354C LINE: D

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/21/2009	80,900	TUSTIN TOYOTA- (04543)		0320261	\$363.90

Condition 1

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL
5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|-5,000 TYPE
SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|- ~|-80900 JEFF/821

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:REPLACE WIPER BLADE ASSEMBLIES
REPLACE WIPER BLADE ASSEMBLIES ~|-REPLACE WIPER BLADE ASSEMBLIES

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:MAINTENANCE
MAINTENANCE ~|-50.00 DISCOUNT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Pay Type:
CUSTOMER PAY

Op Code Desc:REMOVE & REPLACE FRONT BRAKE PADS RE-SURFACE FRONT BRAKE ROTORS
 REMOVE & REPLACE FRONT BRAKE PADS RE-SURFACE FRONT BRAKE ROTORS ~|~REMOVE & REPLACE FRONT BRAKE PADS RE-SURFACE FRONT BRAKE ROTORS

SSC No. ----
Agreement ----
Pay Type:
 CUSTOMER PAY

Condition 5

Op Code Desc:COMPLETE THROTTLE BODY SERVICE
 COMPLETE THROTTLE BODY SERVICE ~|~COMPLETE THROTTLE BODY SERVICE

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/19/2009	75,982	TUSTIN TOYOTA-		0297198	\$189.85
			(04543)			

Condition 1

Pay Type:
 CUSTOMER PAY

Op Code Desc:75,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE
 75,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE ~|~75,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE CHASSIS,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,INSPECT SUSPENSION,STEERING & EXHAUST SYSTEMS,ROTATE TIRES,REPLACE AIR FILTER,INSPECT,CLEAN & ADJUST REAR BRAKES, ~|~ ~|~75981 BRAKE REPORT FT. 7MM REAR 3.5MM TEC # 116

SSC No. ----
Agreement ----

Condition 2

Pay Type:
 CUSTOMER PAY

Op Code Desc:COMPLIMENTARY TOYOTA QUALITY VEHICLE INSPECTION TOYOTAS ONLY
 COMPLIMENTARY TOYOTA QUALITY VEHICLE INSPECTION TOYOTAS ONLY ~|~COMPLIMENTARY TOYOTA QUALITY VEHICLE INSPECTION TOYOTAS ONLY

SSC No. ----
Agreement ----

Condition 3

Pay Type:
 CUSTOMER PAY

Op Code Desc:REPLACED WIPERS
 REPLACED WIPERS ~|~REPLACE WIPERS

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/25/2009	70,875	TUSTIN TOYOTA-		0280740	\$299.18
			(04543)			

Condition 1

Pay Type:
 CUSTOMER PAY

Op Code Desc:REPLACED AUX BATTERY
 REPLACED AUX BATTERY ~|~CUST STATES HAS NEEDED JUMP STARTED ACOUPLE OF TIMES IF NEEDS OK OK TO REPLACE

SSC No. ----
Agreement ----

Condition 2

Pay Type:
 CUSTOMER PAY

Op Code Desc:MAINTENANCE
 MAINTENANCE ~|~MAINTENANCE

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/10/2009	70,698	TUSTIN TOYOTA-		0278377	\$142.95
			(04543)			

Condition 1

Pay Type:
 CUSTOMER PAY

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL
 5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|~ ~|~FRONT BRAKES AT 3.1MM REAR BRAKES AT 2.6MM

SSC No. ----
Agreement ----

Condition 2

Pay Type:
 CUSTOMER PAY

Op Code Desc:AIR CONDITIONER FILTER REPLACEMENT L03500
 AIR CONDITIONER FILTER REPLACEMENT L03500 ~|~AIR CONDITIONER FILTER REPLACEMENT L03500

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 10/20/2008 65,646 TUSTIN TOYOTA- 0258009 \$56.00
(04543)

Condition 1 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: MOVED TO: 258009C LINE: A **SSC No.** ----
MOVED TO: 258009C LINE: A ~|~MOVED TO: 258009C LINE: A **Agreement** ----

Condition 2 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: MOVED TO: 258009C LINE: B **SSC No.** ----
MOVED TO: 258009C LINE: B ~|~MOVED TO: 258009C LINE: B **Agreement** ----

Condition 3 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: MOVED TO: 258009C LINE: C **SSC No.** ----
MOVED TO: 258009C LINE: C ~|~MOVED TO: 258009C LINE: C **Agreement** ----

Condition 4 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: MOVED TO: 258009C LINE: D **SSC No.** ----
MOVED TO: 258009C LINE: D ~|~MOVED TO: 258009C LINE: D **Agreement** ----

Condition 5 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FO **SSC No.** ----
STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FO **Agreement** ----
~|~STANDARD 24 HOUR RENTAL PROVIDED BY ENTERPRISE RENTAL.CUSTOMER IS RESPONSIBLE FOR

GAS/FUEL CHARGES AND ANY INSURANCE.VEHICLE UPGRADE IS AT CUSTOMERS EXPENSE.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/18/2008	65,646	TUSTIN TOYOTA- (04543)		258009C	\$304.74

Condition 1 **Pay Type:** CUSTOMER PAY

Op Code Desc: 5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL **SSC No.** ----
5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE **Agreement** ----
SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|~ ~|~BRAKE REPORT FT. 10MM REAR 4MM TEC # 187

Condition 2 **Pay Type:** CUSTOMER PAY

Op Code Desc: CLEAN & FLUSH FUEL INJECTORS **SSC No.** ----
CLEAN & FLUSH FUEL INJECTORS ~|~CLEAN FUEL INJECTORS L6200 **Agreement** ----

Condition 3 **Pay Type:** CUSTOMER PAY

Op Code Desc: COMPLETE THROTTLE BODY SERVICE **SSC No.** ----
COMPLETE THROTTLE BODY SERVICE ~|~EFI THROTTLE BODY SERVICE L6200 **Agreement** ----

Condition 4 **Pay Type:** CUSTOMER PAY

Op Code Desc: RECALIBRATE GAS METER EL010-04 **SSC No.** ----
RECALIBRATE GAS METER EL010-04 ~|~CUSTOMER STATES THEY FILLED THE GAS TANK W/ FIVE **Agreement** ----
GALLONS OF GAS - TANK WAS HALF FULL - BUT GAS GUAGE READS HALF FULL STILL - CHECK AND
ADVISE

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/05/2008	60,428	TUSTIN TOYOTA- (04543)		0239034	\$429.99

Condition 1 **Pay Type:** CUSTOMER PAY

Op Code Desc: 30,00 OR 60,000 MILE SERVICE,CHANGE OIL & FILTERREPLACE AIR & IN-CABIN FILTER,CH **SSC No.** ----

30,00 OR 60,000 MILE SERVICE,CHANGE OIL & FILTERREPLACE AIR & IN-CABIN FILTER,CH ~|~30,00 OR
 60,000 MILE SERVICE,CHANGE OIL & FILTERREPLACE AIR & IN-CABIN FILTER,CHECK & TOP ALL FLUID
 LEVELS,INSPECT,ADJUST REAR BRAKES,CHECK HEATING,AC OPERATION,LIGHTS,WIPER BLADES,DRIVE
 BELTS,BALANCE 4 TIRES ~|~ ~|~FRONT BRAKES AT 5.0MM REAR AT 3.0MM DEREK/805

Condition 2

Op Code Desc:REMOVE & FLUSH ALL BRAKE FLUID INCLUDES FLUSH KIT, FLUID

REMOVE & FLUSH ALL BRAKE FLUID INCLUDES FLUSH KIT, FLUID ~|~REMOVE & FLUSH ALL BRAKE FLUID
 INCLUDES FLUSH KIT, FLUID

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/21/2008	55,454	TUSTIN TOYOTA-		0221907	\$605.85
			(04543)			

Condition 1

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL

5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE
 SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
 PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
 REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|~ ~|~BRAKE REPORT FT,. 9MM REAR 4MM TEC # 190

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:AIR CONDITIONER FILTER REPLACEMENT L03500

AIR CONDITIONER FILTER REPLACEMENT L03500 ~|~AIR CONDITIONER FILTER REPLACEMENT L03500

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:REPLACE 4 TIRES, BUY AN ALIGNMENT,MOUNT & BALANCE TIRES FREE PLUS TAX

REPLACE 4 TIRES, BUY AN ALIGNMENT,MOUNT & BALANCE TIRES FREE PLUS TAX ~|~REPLACE 4 TIRES,
 BUY AN ALIGNMENT,MOUNT & BALANCE TIRES FREE PLUS TAX-185/65/15 GOODYEAR INT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:COMPLETE 4 WHEEL ALIGNMENT

COMPLETE 4 WHEEL ALIGNMENT ~|~4 WHEEL ALIGNMENT L8995

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/20/2007	50,695	TUSTIN TOYOTA-	LACEY, C	0202040	\$287.29
			(04543)			

Condition 1

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL

5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE
 SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
 PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
 REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|~ ~|~BRAKE REPORT FT.M REAR 3.5MM TEC # 147

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:CLEAN & FLUSH FUEL INJECTORS

CLEAN & FLUSH FUEL INJECTORS ~|~CLEAN FUEL INJECTORS L6200

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:COMPLETE THROTTLE BODY SERVICE

COMPLETE THROTTLE BODY SERVICE ~|~EFI THROTTLE BODY SERVICE L6200

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/13/2007	48,969	TUSTIN TOYOTA-		0195903	\$0.00
			(04543)			

Condition 1

Op Code Desc:ADDED 4 GALLONS OF GAS TO VEHICLE , GUAGE READING AS DESIGNED, SUSPECT GAS PUMP

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----

ADDED 4 GALLONS OF GAS TO VEHICLE , GUAGE READING AS DESIGNED, SUSPECT GAS PUMP
 ~|~CUSTOMER STATES GAS GUAGE INOP, FILLED UP TANK AND GUAGE DID NOT MOVE, CHECK AND
 ADVISE

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/12/2007	45,001	TUSTIN TOYOTA-	ASHER, M	0179963	\$138.80
			(04543)			

Condition 1

Op Code Desc:15,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE
 15,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE ~|~15,000
 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE CHASSIS,CHECK &
 TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,INSPECT SUSPENSION,STEERING & EXHAUSE
 SYSTEMS,ROTATE TIRES,REPLACE AIR FILTER,INSPECT,CLEAN & ADJUST REAR BRAKES, ~|~ ~|~FRONT
 BRAKES AT 8.0MM REAR AT 3.0MM COY/812

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:MAINTENANCE
 MAINTENANCE ~|~PICKING CAR UP AT NOON

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/14/2007	42,709	TUSTIN TOYOTA-		0169614	\$141.15
			(04543)			

Condition 1

Op Code Desc:CONSOLE COMPARTMENT DOOR R&R
 CONSOLE COMPARTMENT DOOR R&R ~|~CUST STATES FABRIC ON CENTER CONSOLE LID IS COMING
 LOOSE- INSTALL SOP ~|~DEFORMED CONSOLE DOOR ~|~REPLACE CONSOLE DOOR

Pay Type:
 WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/11/2007	40,385	TUSTIN TOYOTA-		0164052	\$0.00
			(04543)			

Condition 1

Op Code Desc:SPECIAL ORDERED PART
 SPECIAL ORDERED PART ~|~CUST STATES FABRIC ON CENTER CONSOLE IS COMING LOOSE. CHECK AND
 ADVISE. ~|~SOP

Pay Type:
 WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:Moved to: 164052C Line: A
 Moved to: 164052C Line: A ~|~Moved to: 164052C Line: A

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:Moved to: 164052C Line: B
 Moved to: 164052C Line: B ~|~Moved to: 164052C Line: B

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:Moved to: 164052C Line: C
 Moved to: 164052C Line: C ~|~Moved to: 164052C Line: C

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:Moved to: 164052C Line: D
 Moved to: 164052C Line: D ~|~Moved to: 164052C Line: D

Pay Type: INTERNAL
 (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/07/2007	40,385	TUSTIN TOYOTA-		164052C	\$312.15
			(04543)			

Condition 1

Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL

Pay Type:
 CUSTOMER PAY
SSC No. ----

5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|~5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|~ ~|~FRONT BRAKES AT 8.0MMM REAR AT 3.0MM 106/407

Condition 2

Op Code Desc:1 TIRE REPLACEMENT
1 TIRE REPLACEMENT ~|~GOODYEAR 185/65R15 SKU#402032477

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:4 WHEEL ALIGNMENT L6995
4 WHEEL ALIGNMENT L6995 ~|~4 WHEEL ALIGNMENT L6995

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER
R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER ~|~R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER- FILTER DIRTY

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/15/2006	30,555	TUSTIN TOYOTA-		0124663	\$162.21
			(04543)			

Condition 1

Op Code Desc:60C INSP SHAFT1,RPL SHAFT2 SSC
60C INSP SHAFT1,RPL SHAFT2 SSC ~|~60C INSP SHAFT1,RPL SHAFT2 SSC ~|~RECALL

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:FOUND A/C FREON LOW, RECHARGED SYSTEM
FOUND A/C FREON LOW, RECHARGED SYSTEM ~|~CHECK AND REPORT ON A/C IN/OP ~|~LOW FREON

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:Moved to: 124663C Line: A
Moved to: 124663C Line: A ~|~Moved to: 124663C Line: A

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:Moved to: 124663C Line: B
Moved to: 124663C Line: B ~|~Moved to: 124663C Line: B

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/14/2006	30,555	TUSTIN TOYOTA-		124663C	\$25.00
			(04543)			

Condition 1

Op Code Desc:Moved to: 124663CC Line: A
Moved to: 124663CC Line: A ~|~Moved to: 124663CC Line: A

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:RENTAL
RENTAL ~|~RENTAL

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/14/2006	30,555	TUSTIN TOYOTA-		24663CC	\$305.92
			(04543)			

Condition 1

Op Code Desc:30,000 TYPE SERVICE,REPLACE OIL & FILTER,REPLACE AIR FILTER,CHECK & TOP OFF ALL

Pay Type:
CUSTOMER PAY
SSC No. ----

30,000 TYPE SERVICE,REPLACE OIL & FILTER,REPLACE AIR FILTER,CHECK & TOP OFF ALL ~|-30,000 TYPE Agreement ----
 SERVICE,REPLACE OIL & FILTER,REPLACE AIR FILTER,CHECK & TOP OFF ALL FLUID LEVELS,INSPECT
 SUSPENSION,STEERING & EXHAUSE SYSTEMS,INSPECT,CLEAN & ADJUST REAR BRAKES,ROTATE
 TIRES,CHANGE TRANSMISSION FLUID UP TO 2.5 QTS,REPLACE SPARK PLUGS(NON PLAT

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/06/2006	26,351	TUSTIN TOYOTA-		0107532	\$375.57
			(04543)			

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL **SSC No.** ----
 5,000 TYPE SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVEL ~|-5,000 TYPE Agreement ----
 SERVICE *SPECIAL* CHANGE OIL & FILTER,CHECK & TOP OFF ALL FLUID LEVELS,CHECK TIRE
 PRESSURES,ROTATE TIRES,INSPECT,CLEAN & ADJUST REAR BRAKES,INSPECT LIGHTS & WIPER
 REFILLS,INSPECT DRIVE BELTS & COOLANT HOSES ~|- ~|-BRAKE REPORT FT. 9MM REAR 4MM

Condition 2 **Pay Type:**
CUSTOMER PAY
Op Code Desc:3 TIRE REPLACEMENT **SSC No.** ----
 3 TIRE REPLACEMENT ~|-3 TIRE REPLACEMENT GOODYEAR 185/65R15 INTEGRITY SKU 402032477 **Agreement** ----

Condition 3 **Pay Type:**
CUSTOMER PAY
Op Code Desc:COMPLETE 4 WHEEL ALIGNMENT **SSC No.** ----
 COMPLETE 4 WHEEL ALIGNMENT ~|-4 WHEEL ALIGNMENT L6995 **Agreement** ----

Condition 4 **Pay Type:**
CUSTOMER PAY
Op Code Desc:10% DISCOUNT COUPON **SSC No.** ----
 10% DISCOUNT COUPON ~|-10% DISCOUNT COUPON **Agreement** ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/06/2006	01/17/2006	21,389	TUSTIN TOYOTA-	0088247	\$654.01
			(04543)		

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/06/2006	01/12/2006	21,389	TUSTIN TOYOTA-	0088247	\$93.50
			(04543)		

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/06/2006	01/12/2006	21,389	TUSTIN TOYOTA-	0088247	\$332.50
			(04543)		

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/06/2006	21,389	TUSTIN TOYOTA-		0088247	\$1,082.94
			(04543)			

Condition 1 **Pay Type:**
WARRANTY PAY
Op Code Desc:FUEL GAUGE INACCURACY FILLER PIPE&COMBO METER R&R' **SSC No.** ----
 FUEL GAUGE INACCURACY FILLER PIPE&COMBO METER R&R' ~|-CUST STATES HARD TO FILL WITH GAS. Agreement ----
 SHUTS OFF AFTER ONLY APPROX 2-GALLONS. CHECK AND ADVISE ~|-DEFORMED FILLER NECK
 ~|-REPLACE FILLER NECK AND COMBO COMPUTER TSB EL40 06

Condition 2 **Pay Type:**
WARRANTY PAY
Op Code Desc:50P PRIUS ECM REPROGRAM RPRGM HV ECU,ENG ECM,GREAS **SSC No.** ----
 50P PRIUS ECM REPROGRAM RPRGM HV ECU,ENG ECM,GREAS ~|-50P PRIUS ECM REPROGRAM RPRGM Agreement ----
 HV ECU,ENG ECM,GREAS ~|-50P

Condition 3 **Pay Type:**
WARRANTY PAY
Op Code Desc:40D RECALIBRATE HV ECU (SSC) **SSC No.** ----
 40D RECALIBRATE HV ECU (SSC) ~|-40D RECALIBRATE HV ECU (SSC) ~|-SEE LINE B **Agreement** ----

Condition 4 **Pay Type:**
WARRANTY PAY

Op Code Desc:RENTAL

SSC No. ----

RENTAL ~|~RENTAL ~|~RENTAL

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	10/15/2005	18,885	TUSTIN TOYOTA-		0076513	\$17.00
			(04543)			

Condition 1

Pay Type:

WARRANTY PAY

Op Code Desc:NO DESCRIPTION PROVIDED

SSC No. ----

NO DESCRIPTION PROVIDED ~|~CUST STATES NAV. DISPLAY SOMETIMES GOES BLANK-INSTALL SOP
~|~INTERNAL FAILURE NAV SCREENE ~|~REPLACE NAV

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	10/08/2005	18,605	TUSTIN TOYOTA-		0075578	\$25.00
			(04543)			

Condition 1

Pay Type:

WARRANTY PAY

Op Code Desc:SPECIAL ORDERED PART

SSC No. ----

SPECIAL ORDERED PART ~|~CUST STATES NAV. DISPLAY SOMETIMES GOES BLANK, RADIO WILL BE INOP.
AND THEN IT COMES BACK ON. CHECK AND ADVISE. ~|~SOP

Agreement ----

Condition 2

Pay Type:

WARRANTY PAY

Op Code Desc:RENTAL

SSC No. ----

RENTAL ~|~RENTAL ~|~RENTAL

Agreement ----

Condition 3

Pay Type: INTERNAL

(DEALER) PAY

Op Code Desc:Moved to: 75578C Line: A

SSC No. ----

Moved to: 75578C Line: A ~|~Moved to: 75578C Line: A

Agreement ----

Condition 4

Pay Type: INTERNAL

(DEALER) PAY

Op Code Desc:Moved to: 75578C Line: B

SSC No. ----

Moved to: 75578C Line: B ~|~Moved to: 75578C Line: B

Agreement ----

Condition 5

Pay Type: INTERNAL

(DEALER) PAY

Op Code Desc:Moved to: 75578C Line: C

SSC No. ----

Moved to: 75578C Line: C ~|~Moved to: 75578C Line: C

Agreement ----

Condition 6

Pay Type: INTERNAL

(DEALER) PAY

Op Code Desc:Moved to: 75578C Line: D

SSC No. ----

Moved to: 75578C Line: D ~|~Moved to: 75578C Line: D

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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----	10/08/2005	18,605	TUSTIN TOYOTA-		075578C	\$382.10
			(04543)			

Condition 1

Pay Type:

CUSTOMER PAY

Op Code Desc:15,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE

SSC No. ----

15,000 TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE ~|~15,000
TYPE SERVICE WITHOUT MINOR TRANSMISSION SERVICE,CHANGE OIL & FILTER,LUBE CHASSIS,CHECK &
TOP OFF ALL FLUID LEVELS,CHECK TIRE PRESSURES,INSPECT SUSPENSION,STEERING & EXHAUSE
SYSTEMS,ROTATE TIRES,REPLACE AIR FILTER,INSPECT,CLEAN & ADJUST REAR BRAKES, ~|~ ~|~FRONT
BRAKES AT 9.0MM REAR AT 5.0MM

Agreement ----

Condition 2

Pay Type:

CUSTOMER PAY

Op Code Desc:R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER

SSC No. ----

R&R GLOVE BOX REPLACE AIR CONDITIONER FILTER ~|~R&R GLOVE BOX REPLACE AIR CONDITIONER
FILTER

Agreement ----

Condition 3

Pay Type:

CUSTOMER PAY

Op Code Desc:COMPLETE THROTTLE BODY SERVICE
 COMPLETE THROTTLE BODY SERVICE ~|~COMPLETE THROTTLE BODY SERVICE

SSC No. ----
Agreement ----
Pay Type:
 CUSTOMER PAY

Condition 4

Op Code Desc:CLEAN & FLUSH FUEL INJECTORS
 CLEAN & FLUSH FUEL INJECTORS ~|~CLEAN & FLUSH FUEL INJECTORS

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/02/2005	15,114	TUSTIN TOYOTA-		0057658	\$135.43
			(04543)			

Condition 1

Op Code Desc:15,000 TYPE SERVICE. WITHOUT MINOR TRANSMISSION SERVICE
 15,000 TYPE SERVICE. WITHOUT MINOR TRANSMISSION SERVICE ~|~015 15,000 TYPE SERV. WITHOUT
 MINOR TRANS. SERVICE ~|~ ~|~15,000 TYPE SERVICE. WITHOUT MINOR TRANSMISSION SERVICE

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/12/2005	9,812	TUSTIN TOYOTA-		0040872	\$57.46
			(04543)			

Condition 1

Op Code Desc:5,000 TYPE SERVICE. *SPECIAL*
 5,000 TYPE SERVICE. *SPECIAL* ~|~10 MINOR TYPE SERVICE. *SPECIAL* ~|~ ~|~5,000 TYPE SERVICE.
 SPECIAL

Pay Type:
 CUSTOMER PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
02/17/2005	02/17/2005	9,287	TUSTIN TOYOTA-	-----	\$17.00
			(04543)		

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
02/17/2005	02/17/2005	9,287	TUSTIN TOYOTA-	-----	\$74.04
			(04543)		

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/16/2004	01/20/2004	1	TUSTIN TOYOTA-	0033627	\$9.25
			(04543)		

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/16/2004	01/20/2004	10	TUSTIN TOYOTA-	0073934	\$120.00
			(04543)		

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20UX53

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224

VIN:
JTDKB20UX53

Original Selling Dealer: MILHAM TOYOTA
(37153)

DOFU: 08/15/2005

Model Description: PRIUS HYBRID GAS/ELEC SDN

Built Date:06/29/2005

Exterior color: TIDELAND PEARL (06S9)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: DK BROWN/IVORY/ECRU (FA08)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Served	Servicing Dealer
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	08/29/06	DICK MILHAM TOYOTA
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Expired		KRAUSE TOYOTA
C0U-Safety Recall C0U Remedy Notice - 2004 to certain 2009 Model Year Prius Vehicles Hybrid Electric Water Pump	Not Completed	----	----
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Not Completed	----	----
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Not Completed	----	----

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/12/2011	94,811	BENNETT TOYOTA- (37067)	FENNER, J	0230318	\$221.13
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: DRIVEABILITY						SSC No. ----
DRIVEABILITY ~ ~CUSTOMER STATES THAT THE CATR WOULD NOT START - WILL NOT COME OF GEAR ~ ~CHECKED FOR CONCERN FOUND BATTERY VOLTAGE VERY LOW BATTERY FAILING ~ ~REMOVE AND REPAIR BATTERY VERIFY REPAIR						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/04/2007	24,338	BENNETT TOYOTA- (37067)	ROTH, J	0161422	\$611.41
Condition 1						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: TOYOTA CERTIFICATION						SSC No. ----
TOYOTA CERTIFICATION ~ ~PERFORM TOYOTA USED CAR CERTIFICATION						Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PA. STATE INSPECTION						SSC No. ----
PA. STATE INSPECTION ~ ~PERFORM PENNSYLVANIA STATE INSPECTION INSPECTION FEE 22.95 + \$2.00 STICKER FEE PASS OR FAIL ~ ~ ~ ~STICKER # AI74738824						Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: PA. EMISSION TEST						SSC No. ----

PA. EMISSION TEST ~|~PERFORM PENNSYLVANIA STATE EMISSION INSPECTION LABOR CHARGE \$39.95 Agreement ----
MCI CHARGE \$2.40 TOTAL CHARGE \$ 42.35 +TAX PASS OR FAIL ~|~ ~|~VEHICLE PASSED PA. STATE
EMISSION INSPECTION STICKER # IM73388281

Condition 4

Op Code Desc:LUBE, OIL & FILTER

LUBE, OIL & FILTER ~|~CUSTOMER STATES PERFORM OIL AND FILTER CHANGE ESTIMATE \$ 28.95 +TAX
HAZARDOUS WASTE DISPOSAL FEE \$ 2.00 (INCLUDES UP TO 4 QUARTS OF OIL) ~|~ ~|~PERFORM SERVICE
INCLUDING: CHANGE OIL AND FILTER, CHECK AND SET TIRE PRESSURES, CHECK AND TOP OFF ALL
FLUIDS, MULTIPOINT CHECK

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 5

Op Code Desc:WHEEL COVERS

WHEEL COVERS ~|~REPLACE 3 WHEEL COVERS

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 6

Op Code Desc:MT./BAL. (2) TIRES

MT./BAL. (2) TIRES ~|~ ~|~TIRE TREAD DEPTH ~|~REPLACE 2 TIRES

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 7

Op Code Desc:WHEEL ALIGNMENT

WHEEL ALIGNMENT ~|~CUSTOMER STATES PERFORM ALIGNMENT EST \$69.95 +TAX
~|~===== = ~|~PERFORM (4) WHEEL
ALIGNMENT - CHECK/ADJUST TIRE P.S.I.

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

Condition 8

Op Code Desc:ADJUST BRAKES

ADJUST BRAKES

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/23/2007	20,647	BENNETT TOYOTA- (37067)	JANECKI, M	0158674	\$307.73

Condition 1

Op Code Desc:LUBE, OIL & FILTER

LUBE, OIL & FILTER ~|~CUSTOMER STATES PERFORM OIL AND FILTER CHANGE ESTIMATE \$ 28.95 +TAX
HAZARDOUS WASTE DISPOSAL FEE \$ 2.00 ~|~ ~|~PERFORM SERVICE INCLUDING: CHANGE OIL AND
FILTER, CHECK AND SET TIRE PRESSURES, CHECK AND TOP OFF ALL FLUIDS, MULTIPOINT CHECK

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:MT./BAL. (2) TIRES

MT./BAL. (2) TIRES ~|~TECH STATES INNER PLYS ARE SHOWING ON REAR TIRES ~|~TREAD DEPTH 4/32
~|~REPLACE 2 TIRES BALANCED ALL 4 TIRES INSTALLED NEW TIRES ON FRONT

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 3

Op Code Desc:REPLACE AIR FILTER

REPLACE AIR FILTER ~|~CUSTOMER STATES CHECK ENGINE AIR FILTER ~|~CHECKED AND FOUND
ENGINE AIR FILTER DIRTY ~|~REPLACE ENGINE AIR FILTER

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 4

Op Code Desc:VENT FILTER

VENT FILTER ~|~TECH RECOMMENDS CABIN AIR FILTER TO BE REPLACED ~|~CHECKED AND FOUND
DIRTY ~|~REPLACE CABIN AIR FILTER

Pay Type:
CUSTOMER PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/16/2007	19,461	BENNETT TOYOTA- (37067)	FENNER, J	0157059	\$47.95

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:20,000 MILE SERVICE

SSC No. ----

20,000 MILE SERVICE ~|~PERFORM 20,000 MILE SERVICE (CAR) ESTIMATE \$ 46.95 +TAX ~|~. ~|~PERFORM SERVICE INCLUDING: -REPLACE OIL AND FILTER -ROTATE TIRES -VISUALLY INSPECT BRAKE LININGS/DRUMS AND BRAKE PADS/DISCS MULIPOINT CHECK

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/19/2006	14,737	MILHAM TOYOTA- (37153)	SCHLENER, W	0287247	\$621.49

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:*INSPECT STEERING

SSC No. ----

*INSPECT STEERING ~|~INSPECT STEERING COMPONENTS CUSTOMER STATES THE VEHICLE DOES NOT STEER, TOWED IN ~|~REPLACE STEERING SHAFT, AND CLOCK SPRING AS A RESULT OF ~|~IMPROPER INSTALLATION OF COMPONENTS PERFORMED AS PART OF RECALL, ROAD TEST VEHICLE, WASH, VACUUM VEHICLE, FILL FUEL TANK

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/29/2006	14,002	MILHAM TOYOTA- (37153)	SCHLENER, W	0285805	\$556.48

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:*MULTI-POINT INSP

SSC No. ----

*MULTI-POINT INSP ~|~COMPLIMENTARY MULTI-POINT INSPECTION Inspect belts, hoses, fluid levels, tires, wipers, lights, filters, suspension, brakes. FR.....% RR.....% ~|~ ~|~Multi-Point Inspection All

Agreement ----

Condition 2

Pay Type: CUSTOMER PAY

Op Code Desc:15,000 MILE SERVICE

SSC No. ----

15,000 MILE SERVICE ~|~PERFORM PREMIUM 15,000 MILE MAINTENANCE Change engine oil and filter , inspect all fluid levels, belts, hoses and tire pressure, rotate tires and inspect condition of tires, road test vehicle, complete brake inspection, inspect ball joints and dust covers

Agreement ----

Condition 3

Pay Type: CUSTOMER PAY

Op Code Desc:MILHAM CUST REWARDS

SSC No. ----

MILHAM CUST REWARDS ~|~MILHAM CUSTOMER REWARDS CARD PURCHASE CUSTOMERS WHO PURCHASED THE VEHICLE FROM MILHAM

Agreement ----

Condition 4

Pay Type: WARRANTY PAY

Op Code Desc:60C-PRIUS INT SHAFT

SSC No. ----

60C-PRIUS INT SHAFT ~|~SSC 60C - PRIUS INTERMEDIATE SHAFT REPLACEMENT 6509E1 (0.9hr) inspect shaft #1 replace yoke & shaft #2 ~|~6509E2 (1.0hr) replace all 6509EJ (2.2HR) inspect shaft #1 with alignment ~|~6509EK (2.3hr) replace all with alignment

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/26/2006	12,356	MILHAM TOYOTA- (37153)	PENNA, C	0283154	\$49.99

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:*MULTI-POINT INSP

SSC No. ----

*MULTI-POINT INSP ~|~COMPLIMENTARY MULTI-POINT INSPECTION Inspect belts, hoses, fluid levels, tires, wipers, lights, filters, suspension, brakes. FR.....% RR.....% ~|~ ~|~Multi-Point Inspection All

Agreement ----

Condition 2

Pay Type: CUSTOMER PAY

Op Code Desc:*PA. STATE INSPE

SSC No. ----

*PA. STATE INSPE ~|~ANNUAL SAFETY INSPECTION EST.= \$21.95 INSPECTION FEE + \$2.00 STICKER FEE. ALL INSPECTION FEES ARE ""PASS OR FAIL"" BASIS. ANY FAILED INSPECTIONS REQUIRE FULL RE-INSPECTION PRIOR TO ANY STICKER ISSUANCE. FEES DO APPLY & APPOINTMENT IS NECESSARY. ~|~ ~|~A168257717

Agreement ----

Condition 3

Pay Type: CUSTOMER PAY

Op Code Desc:*EMISSIONS INSP

SSC No. ----

*EMISSIONS INSP ~|-ANNUAL EMISSIONS INSPECTION \$49.99 INCLUDES \$2.40 MCI TRANSACTION FEE ALL Agreement ----
 INSPECTION FEES ARE ""PASS OR FAIL"" BASIS. ANY FAILED INSPECTIONS REQUIRE FULL RE-
 INSPECTION PRIOR TO ANY STICKER ISSUANCE. FEES DO APPLY & APPOINTMENT IS NECESSARY. ~|-
 ~|-IM69433199

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/05/2006	8,985	MILHAM TOYOTA- (37153)	KENNY, T	0279296	\$53.42
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: *MULTI-POINT INSP						SSC No. ----
*MULTI-POINT INSP ~ -COMPLIMENTARY MULTI-POINT INSPECTION Inspect belts, hoses, fluid levels, tires, wipers, lights, filters, suspension, brakes. FR.....% RR.....% ~ - ~ -Multi-Point Inspection All						Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: *LUBE,OIL & FILTER						SSC No. ----
*LUBE,OIL & FILTER ~ -Oil & Filter Change ~ - ~ -Lube, Oil & Filter 01/06						Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: *ROTATE TIRES						SSC No. ----
*ROTATE TIRES ~ -ROTATE TIRES AND SET TIRE PRESSURES ~ ~ ~ ~Rotate Tires All						Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/13/2006	3,693	MILHAM TOYOTA- (37153)	SCHLENER, W	0268569	\$39.95
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: MAINTENANCE & INSP.						SSC No. ----
MAINTENANCE & INSP. ~ -CUSTOMER STATES WILL PICKUP NEW KEY/TRANSMITTER DOES IT NEED PROGRAMING? ~ - ~ -REPROGRAMMED THE KEY.						Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: *LUBE,OIL & FILTER						SSC No. ----
*LUBE,OIL & FILTER ~ -OIL & FILTER CHANGE , LUBE CHASSIS ESTIMATE \$30.74 + TAX, UP TO 5 QUARTS OF OIL SOME MODELS HIGHER ~ - ~ -CHANGED OIL AND FILTER, LUBED CHASSIS, TOPPED UP ALL FLUID LEVELS, AND ADJUSTED TIRE PRESSURES.						Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: COMP MULTI-POINT						SSC No. ----
COMP MULTI-POINT ~ -COMPLIMENTARY MULTI-POINT INSPECTION Inspect belts, hoses, fluid levels, tires, wipers, lights, filters, suspension, brakes. FR.....% RR.....%						Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/07/2005	1,974	MILHAM TOYOTA- (37153)	SCHLENER, W	0265856	\$449.29
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: CUT KEYS						SSC No. ----
CUT KEYS ~ -ORDERED A NEW SMART KEY AS REQUESTED.						Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: COMP MULTI-POINT						SSC No. ----
COMP MULTI-POINT ~ -COMPLIMENTARY MULTI-POINT INSPECTION Inspect belts, hoses, fluid levels, tires, wipers, lights, filters, suspension, brakes. FR.....% RR.....%						Agreement ----
Condition 3						Pay Type: WARRANTY PAY
Op Code Desc: FUEL SYSTEM						SSC No. ----

FUEL SYSTEM ~|~CUST. STATES THE CAR IS ONLY GETTING 36 MPG? FEELS LIKE IT'S HOLDING BACK. **Agreement ----**
 ~|~PERFORMED DRIVE TESTS. THE MAIN (HV BATTERY AND AUX. BATTERY CHARGE IS TOO LOW. APPR.
 50%. RECHARGED AND TESTED THE ~|~BATTERIES. THEY WERE WORKING BETTER BUT THE CAR NEEDS
 TO BE DRIVIN MORE TO KEEP THEM CHARGED PROPERLY. ROAD TESTED WITH THE SCAN TOOL. MPG AT
 CRUISING SPEED IS NOW 47 MPG. WHICH IS IN SPEC.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/08/2005	10	MILHAM TOYOTA-	KENNY, T	0258036	\$157.63
			(37153)			
Condition 1						Pay Type:
Op Code Desc: NEW VEHICLE INSP.						WARRANTY PAY
NEW VEHICLE INSP. ~ ~PERFORM NEW VEHICLE PREP ~ ~VEHICLE IS IN NEED OF NEW VEHICLE PREP						SSC No. ----
~ ~PERFORMED NEW VEHICLE PREP AS PER PREP SHEET						Agreement ----
Condition 2						Pay Type: INTERNAL
Op Code Desc: UP-DATE P.S.I.						(DEALER) PAY
UP-DATE P.S.I. ~ ~UP-DATE STICKERS FOR PA. STATE INSPECTION ~ ~ ~ ~STICKER NUMBER AI59544705						SSC No. ----
						Agreement ----
Condition 3						Pay Type: INTERNAL
Op Code Desc: EMISSIONS EXEMPTION						(DEALER) PAY
EMISSIONS EXEMPTION ~ ~EMISSIONS EXEMPTION EST. \$17.80 + \$4.15 MCI FEE ALL INSPECTION FEES						SSC No. ----
ARE ""PASS OR FAIL"" BASIS. ANY FAILED INSPECTIONS REQUIRE FULL RE-INSPECTION PRIOR TO ANY						Agreement ----
STICKER ISSUANCE. FEES DO APPLY & APPOINTMENT IS NECESSARY. ~ ~ ~ ~IM56446870						

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
08/15/2005	----	1	MILHAM TOYOTA-	0088269	\$13.25
			(37153)		

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2005 TOYOTA PRIUS(1224)

JTDKB20UX53

VEHICLE DETAILS

Product: 2005 TOYOTA PRIUS 1224

VIN:
JTDKB20UX53Original Selling Dealer: TOYOTA OF
MANHATTAN (31162)

DOFU: 09/12/2005

Model Description: PRIUS HYBRID GAS/ELEC SDN

Built Date:07/19/2005

Exterior color: BLACK (0202)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: DARK CHARCOAL (FA18)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	05/02/13	BAY RIDGE TOYOTA
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	01/24/11	BAY RIDGE TOYOTA
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	01/24/11	BAY RIDGE TOYOTA
60C-2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement	Completed	01/24/11	BAY RIDGE TOYOTA
60B-Supplemental Restraint System (SRS) Airbag Replacement	Not applicable for VIN		

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/02/2013	105,405	BAY RIDGE TOYOTA- (31097)	CRUZ, C	0487733	\$1,782.45

Condition 1**Op Code Desc:**CUSTOMER STATES

CUSTOMER STATES ~~-CUSTOMER STERRING IS INOP ~~-105402 620 FOUND STEERING INTERMEDIATE SHAFT YOLK LOWER SPLINES STRIPPED AND ROTATING. FOUND INTERMEDIATE SHAFT UPPER SPLINE SECTION STRIPPED. DONE : REPLACED INTERMEDIATE SHAFT ,YOLK AND 3- BOLTS AND PERFORMED WHEEL ALIGNMENT. ALSO FOUND AIRBAG LIGHT ON,

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement ----****Condition 2****Op Code Desc:**CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~~-CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement ----****Condition 3****Op Code Desc:**WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR

WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR ~~-WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement ----****Condition 4****Op Code Desc:**TENTATIVE APPOINTMENT SET FOR _____

TENTATIVE APPOINTMENT SET FOR _____ ~~-TENTATIVE APPOINTMENT SET FOR _____

Pay Type:

CUSTOMER PAY

SSC No. ----**Agreement ----****Condition 5****Pay Type:**

CUSTOMER PAY

Op Code Desc: TOWED IN TO SHOP TOWED IN TO SHOP ~ ~TOWED IN TO SHOP		SSC No. ----				
Condition 6		Agreement ----				
		Pay Type: CUSTOMER PAY				
Op Code Desc: PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR ~ ~PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR DECLINED FOR REPAIRS, THIS DOES NOT APPLY TO WARRANTY COVERED ITEMS X.....		SSC No. ----				
Condition 7		Agreement ----				
		Pay Type: CUSTOMER PAY				
Op Code Desc: SEE NOTE SEE NOTE ~ ~APPROVAL COE BY PHONE 2606		SSC No. ----				
Condition 8		Agreement ----				
		Pay Type: CUSTOMER PAY				
Op Code Desc: CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PAS CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PAS ~ ~CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PASS OR FAIL. ~ ~ ~ ~105402 50 PERF. NYS INSPECTION		SSC No. ----				
Condition 9		Agreement ----				
		Pay Type: CUSTOMER PAY				
Op Code Desc: PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNM PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNM ~ ~PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNMENT AS PER CUSTOMER AUTH VIA PHONE DOB/SIGNATURE		SSC No. ----				
Condition 10		Agreement ----				
		Pay Type: WARRANTY PAY				
Op Code Desc: C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS ~ ~CUSTOMER REQUEST TO PERFORMED COT RECALL ~ ~Y ~ ~105402 2510LA 70 PERF. C0T RECALL		SSC No. ----				
Condition 10		Agreement ----				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/28/2012	102,075	BAY RIDGE TOYOTA-	WONG, J	0477062	\$846.95
			(31097)			
Condition 1						Pay Type: CUSTOMER PAY
						SSC No. ----
Op Code Desc: DEFAULT DEFAULT ~ ~CUSTOMER REQUESTS 10,000 MILES SERVICE-OIL AND FILTER CHANGE, CK INSTALLATION OF DRIVERS FLOOR MAT,TIRE ROTAION,RESET MAINT LIGHT,CLEAN AND ADJUST REAR BRAKES,INSPECT ENGINE AIR FILTER,MULTI-POINT INSPECTION ~ ~ ~ ~102073 110 PERFORMED 10K MAJOR SERVICE.		Agreement ----				
Condition 2						Pay Type: CUSTOMER PAY
						SSC No. ----
Op Code Desc: CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~ ~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION		Agreement ----				
Condition 3						Pay Type: CUSTOMER PAY
						SSC No. ----
Op Code Desc: WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR ~ ~WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.		Agreement ----				
Condition 4						Pay Type: CUSTOMER PAY
						SSC No. ----
Op Code Desc: TENTATIVE APPOINTMENT SET FOR _____ TENTATIVE APPOINTMENT SET FOR _____ ~ ~TENTATIVE APPOINTMENT SET FOR _____ _____		Agreement ----				
Condition 5						Pay Type: CUSTOMER PAY
						SSC No. ----
Op Code Desc: AS PER INSPECTION FOUND DRIVEBELT WORN AND DRYCRACK REPLACED AS PER CUSOTMER AUT						

AS PER INSPECTION FOUND DRIVEBELT WORN AND DRYCRACK REPLACED AS PER CUSOTMER AUT
 ~~-REPLACED DRIVEBELT ~~-102073 100 R/R ENGINE DRIVE BELT. **Agreement ----**

Condition 6

Op Code Desc:AS PER INSPECTION REPLACED SPARK PLUGS AS PER CUSTOMER AUTH VIA SIGNATURE **Pay Type:**
 AS PER INSPECTION REPLACED SPARK PLUGS AS PER CUSTOMER AUTH VIA SIGNATURE ~~-REPLACED **CUSTOMER PAY**
 SPARK PLUGS AS PER CUSTOMER REQUEST. ~~-102073 100 R/R SPARK PLUGS. **SSC No. ----**
Agreement ----

Condition 7

Op Code Desc:PER OUR INSPECTION FOUND REAR BRAKE PADS/SHOES LOW, PLEASE REPLACE REAR BRAKE PA **Pay Type:**
 PER OUR INSPECTION FOUND REAR BRAKE PADS/SHOES LOW, PLEASE REPLACE REAR BRAKE PA **CUSTOMER PAY**
 ~~-PER OUR INSPECTION FOUND REAR BRAKE PADS/SHOES LOW, PLEASE REPLACE REAR BRAKE **SSC No. ----**
 PADS/SHOES & RESURFACE REAR ROTORS/DRUMS AS PER CUSTOMER AUTH VIA PHONE **Agreement ----**
 DOB/SIGNATURE ~~-102073 220 R/R REAR BRAKE SHOES RESURFACED DRUMS, ROAD TESTED.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/16/2012	96,760	BAY RIDGE TOYOTA-	PECORARO, J	0464384	\$505.15
			(31097)			

Condition 1

Op Code Desc:CUSTOMER REQUEST 30K SERVICE-,LOF,CK INSTALLATION OF DRIVER FLOOR MAT,LOF,TIRE R **Pay Type:**
 CUSTOMER REQUEST 30K SERVICE-,LOF,CK INSTALLATION OF DRIVER FLOOR MAT,LOF,TIRE R **CUSTOMER PAY**
 ~~-CUSTOMER REQUEST 30K SERVICE-,LOF,CK INSTALLATION OF DRIVER FLOOR MAT,LOF,TIRE **SSC No. ----**
 ROTATION,REPL ENGINE AIR FILTER AND CABIN AIR FILTER AND FRONT WIPER BLADES, INSPECT BRAKE **Agreement ----**
 LININGS, MULTI-POINT INSPECTION. ~~-SCHEDULED MAINT ~~-96759 SCHEDULED MAINT 160 PERFORMED
 30K SERVICE.

Condition 2

Op Code Desc:AS PER CUSTOMER REQUESTED REPLACED BOTH FOG LIGHT LAMPS SUPPLIED BY CUSTOMER **Pay Type:**
 AS PER CUSTOMER REQUESTED REPLACED BOTH FOG LIGHT LAMPS SUPPLIED BY CUSTOMER **CUSTOMER PAY**
 ~~-CUSTOMER REQUEST TO GIVE ESTIMATE ON SWAPING OUT FOG LIGHTS, PARTS ON PASSANGER **SSC No. ----**
 SIDE FRONT SEAT ~~-BROKEN LENSE ASSEMBLY ~~-96759 BROKEN LENSE ASSEMBLY 50 REPLACED **Agreement ----**
 BOTH FOG LAMP LIGHT ASSEMBLY.

Condition 3

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **Pay Type:**
 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~~-CUSTOMER AUTHORIZES A FREE **CUSTOMER PAY**
 25 POINT COURTESY INSPECTION **SSC No. ----**
Agreement ----

Condition 4

Op Code Desc:WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR **Pay Type:**
 WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR **CUSTOMER PAY**
 ~~-WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR **SSC No. ----**
 PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF **Agreement ----**
 NO WORK IS DONE THEN FROM DATE OF RECEIPT.

Condition 5

Op Code Desc:WE RETURN AL PARTS EXCEPT FLUIDS, WARRANTY PARTS AND FUEL-RELATED ITEMS..RETURN **Pay Type:**
 WE RETURN AL PARTS EXCEPT FLUIDS, WARRANTY PARTS AND FUEL-RELATED ITEMS..RETURN ~~-WE **CUSTOMER PAY**
 RETURN AL PARTS EXCEPT FLUIDS, WARRANTY PARTS AND FUEL-RELATED ITEMS..RETURN PARTS: **SSC No. ----**
 YES_____ NO_____ **Agreement ----**

Condition 6

Op Code Desc:VIP DISCOUNT **Pay Type:**
 VIP DISCOUNT ~~-VIP DISCOUNT **CUSTOMER PAY**
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:PER OUR INSPECTION FOUND TRANSMISSION FLUID DARK IN COLOR PERFORM TRANSMISSION S **Pay Type:**
CUSTOMER PAY
SSC No. ----

PER OUR INSPECTION FOUND TRANSMISSION FLUID DARK IN COLOR PERFORM TRANSMISSION S ~|~PER Agreement ----
 OUR INSPECTION FOUND TRANSMISSION FLUID DARK IN COLOR PERFORM TRANSMISSION SERVICE
 ~|~SCHEDULED MAINT ~|~96759 SCHEDULED MAINT 150 PERFORMED HV TRANSAXLE SERVICE.

Condition 8

Pay Type:
CUSTOMER PAY

Op Code Desc:CUSTOMER ADVISED OF FUTURE SERVICE NEEDS AND CHOOSES NOT TO COMPLETE RECOMMENDED
 CUSTOMER ADVISED OF FUTURE SERVICE NEEDS AND CHOOSES NOT TO COMPLETE RECOMMENDED
 ~|~CUSTOMER ADVISED OF FUTURE SERVICE NEEDS AND CHOOSES NOT TO COMPLETE RECOMMENDED
 ITEMS AT THIS TIME..SEE NOTE FOR DETAIL ~|~ ~|~96759 PER OUR INSPECTION FOUND VEHICLE NEEDS
 THERMOSTATE AND GASKET WITH DRIVE BELT AND ANTI- FREEZE \$519.00, SPARK PLUGS \$199.00,
 EMISSIONS SERVICE \$279.00, AND TO CLEAN AND ADJUST REAR BRAKES \$99.00. CUSTOMER DECLINED
 REPAIRS AT THIS TIME.

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/31/2012	92,141	BAY RIDGE TOYOTA-	SCHOLANDER, T	0452046	\$37.00
			(31097)			

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PAS
 CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PAS
 ~|~CUSTOMER REQUESTS NEW YORK STATE INSPECTION. PLEASE NOTE STATE INSPECTION IS PASS OR
 FAIL.

SSC No. ----
Agreement ----

Condition 2

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE
 25 POINT COURTESY INSPECTION

SSC No. ----
Agreement ----

Condition 3

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR
 WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR
 ~|~WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR
 PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF
 NO WORK IS DONE THEN FROM DATE OF RECEIPT.

SSC No. ----
Agreement ----

Condition 4

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:TENT APPT HAS BEEN SET FOR CUSTOMER
 TENT APPT HAS BEEN SET FOR CUSTOMER ~|~CUSTOMER HAS TENT APPT SET FOR 4.31.12
 X_____'

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/23/2011	91,006	BAY RIDGE TOYOTA-	SCHOLANDER, T	0449536	\$304.95
			(31097)			

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S
 CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S
 ~|~CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, STEERING
 AND ENGINE SETTINGS. ADJUSTMENT OF REAR BRAKES & CLUTCH. ROTATE & BALANCE TIRES.
 INSPECTION OF DRIVE SHAFT / FLANGE BOOTS. 25 POINT SAFETY INSPECTION. ~|~ ~|~91006 110
 PERFORMED 6 MONTH SERVICE

SSC No. ----
Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:PERFORMED 4 WHEEL ALIGNEMNT. VEHICLE NEEDS TORSION BEAM SUSPENSION AS BENT \$2262
 PERFORMED 4 WHEEL ALIGNEMNT. VEHICLE NEEDS TORSION BEAM SUSPENSION AS BENT \$2262
 ~|~CUSTOMER STATES:VEHICLE PULLS TO THE LEFT (PERFORM FOUR WHEEL ALIGNMENT AT
 CUSTOMER REQUEST) ~|~ ~|~91004 120 PERFORMED 4 WHEEL ALIGNMENT AT CUSTOMERS REQUEST.
 PER OUR INSPECTION FOUND TORSION BEAM SUSPENSION ON LEFT SIDE BENT & IN NEED OF
 REPLACEMENT. CUSTOMER HAS BEEN INFORMED.

SSC No. ----
Agreement ----

Condition 3**Op Code Desc:**REPLACED BULB

REPLACED BULB ~|~CUSTOMER STATES; RIGHT SIDE REAR PARKING LIGHT IS BLOWN PLEASE CHECK AND REPORT

Pay Type: INTERNAL
(DEALER) PAY**SSC No.** ----**Agreement** ----**Condition 4****Op Code Desc:**CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY**SSC No.** ----**Agreement** ----**Condition 5****Op Code Desc:**WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR

WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR ~|~WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

Pay Type: INTERNAL
(DEALER) PAY**SSC No.** ----**Agreement** ----**Condition 6****Op Code Desc:**TENT APPT HAS BEEN SET FOR CUSTOMER

TENT APPT HAS BEEN SET FOR CUSTOMER ~|~CUSTOMER HAS TENT APPT FOR 3/23/12X

Pay Type: INTERNAL
(DEALER) PAY**SSC No.** ----**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/24/2011	84,976	BAY RIDGE TOYOTA-	SCHOLANDER, T	0436153	\$442.37
			(31097)			

Condition 1**Op Code Desc:**CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S

CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S ~|~CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, STEERING AND ENGINE SETTINGS. ADJUSTMENT OF REAR BRAKES & CLUTCH. ROTATE & BALANCE TIRES. INSPECTION OF DRIVE SHAFT / FLANGE BOOTS. 25 POINT SAFETY INSPECTION. ~|~CUSTOMER REQUEST MAINTENANCE B ~|~84974 CUSTOMER REQUEST MAINTENANCE B 110 PERFORM SERVICE B AS PER REQUEST

Pay Type: CUSTOMER PAY**SSC No.** ----**Agreement** ----**Condition 2****Op Code Desc:**REPLACED ENGINE AIR FILTER & CABIN AIR FILTER THAT CUSTOMER HAS & PUT ANOTHER NE

REPLACED ENGINE AIR FILTER & CABIN AIR FILTER THAT CUSTOMER HAS & PUT ANOTHER NE ~|~CUSTOMER REQUEST:PLEASE INSTALL ENGINE AIRR FILTER & CABIN AIR FILTER (PARTS ARE ON PASSANGER SEAT) ~|~CUSTOMER REQUEST INSTALL ENGINE AIR FILTER AND CABIN AIR FILTER ~|~84974 CUSTOMER REQUEST INSTALL ENGINE AIR FILTER AND CABIN AIR FILTER 50 PERFORM REPLACE ENGINE AIR FILTER AND CABIN AIR FILTER (CUSTOMER SUPPLY AFTERMARKET PARTS)

Pay Type: CUSTOMER PAY**SSC No.** ----**Agreement** ----**Condition 3****Op Code Desc:**REPLACED FRONT BRAKE PADS,HARDWARE & RESURFACED ROTORS

REPLACED FRONT BRAKE PADS,HARDWARE & RESURFACED ROTORS ~|~PER OUR INSPECTION FOUND FRONT BRAKES LOW PLEASE REPLACE FRONT BRAKE PADS,HARDWARE & RESURFACE ROTORS AS PER CUSTOMER AUTH VIA PHONE DOB ~|~CUSTOMER REQUEST REPLACE FRONT BRAKE PADS AND REFACE TWO FRONT ROTORS ~|~84974 CUSTOMER REQUEST REPLACE FRONT BRAKE PADS AND REFACE TWO FRONT ROTORS 150 PERFORM REPLACE FRONT BRAKE PADS AND REFACE TWO ROTORS

Pay Type: CUSTOMER PAY**SSC No.** ----**Agreement** ----**Condition 4****Op Code Desc:**CUSTOMER DECLINES AT THIS TIME TO PERFORM WHEEL ALIGNMENT AS VEHICLE WAS IN ACCI

CUSTOMER DECLINES AT THIS TIME TO PERFORM WHEEL ALIGNMENT AS VEHICLE WAS IN ACCI ~|~CUSTOMER STATES:THE VEHICLE IS PULLING TO THE LEFT PLEASE CHECK & REPORT ~|~CUSTOMER STATE THAT VEHICLE IS PULLING TO THE LEFT ~|~84974 CUSTOMER STATE THAT VEHICLE IS PULLING TO THE LEFT PERFORM CHECK VEHICLE FOR CUSTOMER CONCERN, FOUND VEHICLE WAS ON ACCIDENT (START WITH ALIGNMENT TO SEE IF ANYTHING BEND), LEFT REAR TIRE NO GOOD, REAR AXLE BEAM BUSHING CRACK.

Pay Type: INTERNAL
(DEALER) PAY**SSC No.** ----**Agreement** ----

Condition 5 **Pay Type:** INTERNAL (DEALER) PAY
Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **SSC No.** ----
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **Agreement** ----

Condition 6 **Pay Type:** INTERNAL (DEALER) PAY
Op Code Desc:WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR **SSC No.** ----
WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR **Agreement** ----
-|-WE ACCEPT VISA,MASTERCARD,DISCOVER OR CASH.WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS. STORAGE CHARGES ARE \$75 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF
NO WORK IS DONE THEN FROM DATE OF RECEIPT.

Condition 7 **Pay Type:** INTERNAL (DEALER) PAY
Op Code Desc:TENT APPT HAS BEEN SET FOR CUSTOMER **SSC No.** ----
TENT APPT HAS BEEN SET FOR CUSTOMER -|-CUSTOMER HAS TENT APPT SET FOR 9.24.11 **Agreement** ----
X _____

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/24/2011	01/26/2011	79,294	BAY RIDGE TOYOTA- (31097)	0423907	\$249.47

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/24/2011	01/26/2011	79,294	BAY RIDGE TOYOTA- (31097)	0423907	\$77.50

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/24/2011	01/26/2011	79,294	BAY RIDGE TOYOTA- (31097)	0423907	\$183.31

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/24/2011	79,294	BAY RIDGE TOYOTA- (31097)		0423907	\$768.82

Condition 1 **Pay Type:** CUSTOMER PAY
Op Code Desc:CUSTOMER REQ \$29.95 OIL AND FILTER CHANGE, UP TO 5 QTS OF OIL SYNTHETIC OIL EXTR **SSC No.** ----
CUSTOMER REQ \$29.95 OIL AND FILTER CHANGE, UP TO 5 QTS OF OIL SYNTHETIC OIL EXTR **Agreement** ----
-|-CUSTOMER REQ \$29.95 OIL AND FILTER CHANGE, UP TO 5 QTS OF OIL SYNTHETIC OIL EXTRA

Condition 2 **Pay Type:** CUSTOMER PAY
Op Code Desc:CUSTOMER REQUEST:PLEASE PERFORM NEW YORK STATE INSPECTION **SSC No.** ----
CUSTOMER REQUEST:PLEASE PERFORM NEW YORK STATE INSPECTION -|-CUSTOMER **Agreement** ----
REQUEST:PLEASE PERFORM NEW YORK STATE INSPECTION

Condition 3 **Pay Type:** CUSTOMER PAY
Op Code Desc:PERFORMED HV TRANS AXLE SERVICE **SSC No.** ----
PERFORMED HV TRANS AXLE SERVICE -|-PERFORM HV TRANS SERVICECE **Agreement** ----

Condition 4 **Pay Type:** WARRANTY PAY
Op Code Desc:A0N REPLACE HV ELECTRIC LSC **SSC No.** ----
A0N REPLACE HV ELECTRIC LSC -|-AON -|-AON **Agreement** ----

Condition 5 **Pay Type:** WARRANTY PAY
Op Code Desc:90L PEDAL MOD AND REPLACE SSC **SSC No.** ----
90L PEDAL MOD AND REPLACE SSC -|-CUSTOMER REQUEST: PLEASE PERFORM 90L RECALL -|-90L **Agreement** ----

Condition 6 **Pay Type:** WARRANTY PAY
Op Code Desc:60C INSP/RPL SHAFT1 & SHAFT2 SSC **SSC No.** ----
60C INSP/RPL SHAFT1 & SHAFT2 SSC -|-60C -|-60C **Agreement** ----

Condition 7 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **SSC No.** ----
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE **Agreement** ----
25 POINT COURTESY INSPECTION

Condition 8 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS **SSC No.** ----
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS -|-WE **Agreement** ----
ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS.

Condition 9 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:CUSTOMER HAS TENT APPT SET FOR ??/??/???? **SSC No.** ----
CUSTOMER HAS TENT APPT SET FOR ??/??/???? -|-SET FOR MARCH 24 2011 **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/17/2010	7,402	BAY RIDGE TOYOTA-		0414467	\$551.00
			(31097)			

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:* **SSC No.** ----
* -|-CUSTOMER STATES MAINT LIGHT IS ON VEHICLE BUT CUSTOMER WAS JUST HERE AT 3000 MILES **Agreement** ----
PLEASE CHECK AND REPORT BACK

Condition 2 **Pay Type:**
CUSTOMER PAY
Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **SSC No.** ----
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE **Agreement** ----
25 POINT COURTESY INSPECTION

Condition 3 **Pay Type:**
CUSTOMER PAY
Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS **SSC No.** ----
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS -|-WE **Agreement** ----
ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS.

Condition 4 **Pay Type:**
CUSTOMER PAY
Op Code Desc:CUSTOMER HAS TENT APPT SET FOR ??/??/???? **SSC No.** ----
CUSTOMER HAS TENT APPT SET FOR ??/??/???? -|-SET TENT APPT FOR 12/17/10 **Agreement** ----

Condition 5 **Pay Type:**
CUSTOMER PAY
Op Code Desc:REPALCED TIRES **SSC No.** ----
REPALCED TIRES -|-AS PER OUR INSPECTION FOUND 2 FRONT TIRES NEED REPLACE CUST AUTH VIA **Agreement** ----
PHONE DOB

Condition 6 **Pay Type:**
CUSTOMER PAY
Op Code Desc:CUSTOMER REQUESTS PLEASE PERFORM \$29.95 OIL & FILTER CHANG **SSC No.** ----
CUSTOMER REQUESTS PLEASE PERFORM \$29.95 OIL & FILTER CHANG -|-CUSTOMER REQUESTS PLEASE **Agreement** ----
PERFORM \$29.95 OIL & FILTER CHANG

Condition 7 **Pay Type:**
CUSTOMER PAY
Op Code Desc:PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNM **SSC No.** ----
PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL ALIGNM **Agreement** ----
-|-PER OUR INSPECTION FOUND STEERING WHEEL OFF CENTER PLEASE PERFORM 4-WHEEL
ALIGNMENT AS PER CUSTOMER AUTH VIA PHONE DOB/SIGNATURE

Condition 8 **Pay Type:**
CUSTOMER PAY
Op Code Desc:REPLACED AIR FILTER AND PCV VALVE **SSC No.** ----

REPLACED AIR FILTER AND PCV VALVE ~|~AS PER OUR INSPECTION FOUND AIR FILTER PCV VALVE CLOGGED AND DIRTY CUAT AUTH REPLACE VIA PHONE DOB

Agreement ----

Condition 9

Pay Type: CUSTOMER PAY

Op Code Desc:VIP DISCOUNT

SSC No. ----

VIP DISCOUNT ~|~VIP DISCOUNT

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/29/2010	68,999	BAY RIDGE TOYOTA-		0410059	\$2,800.09
			(31097)			

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:E

SSC No. ----

E ~|~CUSTOMER WANTS ESTIMATE TO REPAIR FRONT DAMAGE AND LEFT LEAR QUARTER AND DOOR

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/03/2010	68,636	BAY RIDGE TOYOTA-		0401277	\$352.25
			(31097)			

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:UPON OUR INSPECTION FOUND DAMAGED TIRE REPLACE TIRES AS CUSTOMER AUTH VIA PHONE

SSC No. ----

UPON OUR INSPECTION FOUND DAMAGED TIRE REPLACE TIRES AS CUSTOMER AUTH VIA PHONE

Agreement ----

~|~CUSTOMER STATES: PLEASE CHECK FRONT RIGHT TIRE HAD TO CHANGE TO SPAR , PLEASE CHECK TIRE (TRUNK)

Condition 2

Pay Type: CUSTOMER PAY

Op Code Desc:CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S

SSC No. ----

CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, S

Agreement ----

~|~CUSTOMER REQUESTS MAINT SERVICE B..INSPECTION OF FLUID LEVELS, FILTERS, BELTS, STEERING AND ENGINE SETTINGS. ADJUSTMENT OF REAR BRAKES & CLUTCH. ROTATE & BALANCE TIRES. INSPECTION OF DRIVE SHAFT / FLANGE BOOTS. 25 POINT SAFETY INSPECTION.

Condition 3

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:SOP PARTS ON ORDER WILL CALL CUSTOMER WHEN PARTS ARRIVE

SSC No. ----

SOP PARTS ON ORDER WILL CALL CUSTOMER WHEN PARTS ARRIVE ~|~CUSTOMER REQUEST: PLEASE PERFORM 60C RECALL

Agreement ----

Condition 4

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:PERFORMED 9SL FLOOR MAT INSPECTION

SSC No. ----

PERFORMED 9SL FLOOR MAT INSPECTION ~|~CUSTOMER REQUEST : PLEASE PERFORM 9SL RECALL

Agreement ----

Condition 5

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

SSC No. ----

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Agreement ----

Condition 6

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS

SSC No. ----

WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS ~|~WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS.

Agreement ----

Condition 7

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;

SSC No. ----

TENTATIVE APPOINTMENT FOR THIS CUST IS; ~|~CUSTOEMRHAS TENT APPT SET FOR 7.2.10

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/30/2009	63,153	BAY RIDGE TOYOTA-	BAUTISTA, H	0389363	\$132.95
			(31097)			

Condition 1

Op Code Desc:LOF UPGRADE TO SERVICE A
LOF UPGRADE TO SERVICE A -|-LOF UPGRADE TO SERVICE A

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:NEW YORK STATE INSPECTION#9472407
NEW YORK STATE INSPECTION#9472407 -|-CUSTOMER REQUESTS NEW YORK STATE INSPECTION

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE
25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS -|-WE
ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET FOR 1-30-10

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/28/2009	59,730	BAY RIDGE TOYOTA-		0382575	\$149.00
			(31097)			

Condition 1

Op Code Desc:PERFORMED 4 WHEEL ALIGNMENT,CUSTOMER AUTH VIA SIGNATURE.
PERFORMED 4 WHEEL ALIGNMENT,CUSTOMER AUTH VIA SIGNATURE. -|-4 WHEEL ALIGNMENT
REQUESTED

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CHECK OVER WAS JUST DONE

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS -|-WE
ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET FOR 10/28/09

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/24/2009	59,592	BAY RIDGE TOYOTA-		0382344	\$527.36
			(31097)			

Condition 1

Op Code Desc:CUSTOMER REQUESTS MAINT SERVICE D..REPLACE ALL FILTERS, PLUGS, FLUIDS & VALVES.I
CUSTOMER REQUESTS MAINT SERVICE D..REPLACE ALL FILTERS, PLUGS, FLUIDS & VALVES.I
-|-CUSTOMER REQUESTS MAINT SERVICE D..REPLACE ALL FILTERS, PLUGS, FLUIDS &
VALVES.INSPECTION OF BRAKES,HOSES,JOINTS,SHOCKS,BE LTS,COOLING & EXHAUST SYS &
ENGINE.LUBE DOORS & CHASSIS. 25 POINT SAFETY INSPECTION.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:VIP DISCOUNT
VIP DISCOUNT ~|~VIP DISCOUNT 10%

SSC No. ----
Agreement ----
Pay Type:
CUSTOMER PAY

Condition 3

Op Code Desc:INSPECTED AND RECOMMENDED DRIVE BELT TO BE REPLACED ,CUSTOMER AUTH VIA DOB.
INSPECTED AND RECOMMENDED DRIVE BELT TO BE REPLACED ,CUSTOMER AUTH VIA DOB. ~|~REPLACE DRIVE BELT

SSC No. ----
Agreement ----

Condition 4

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:*
* ~|~CUSTOMER STATES PLEASE CHECK REAR WIPER BLADE,WAS INSTALLED WRONG.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS ~|~WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
TENTATIVE APPOINTMENT FOR THIS CUST IS; ~|~TENT APPT SET FOR 10/24/09

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/26/2009	58,378	BAY RIDGE TOYOTA- (31097)		0380452	\$76.50

Condition 1

Op Code Desc:REPLACED RIGHT SIDE DOOR MIRROR.CUSTOMER AUTH VIA SIGNATURE
REPLACED RIGHT SIDE DOOR MIRROR.CUSTOMER AUTH VIA SIGNATURE ~|~CUSTOMER REQUEST PLEASE INSTALL RIGHT SIDE MIRROR.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:VIP DISCOUNT 10%
VIP DISCOUNT 10% ~|~VIP DISCOUNT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/15/2009	55,237	BAY RIDGE TOYOTA- (31097)		0375510	\$378.20

Condition 1

Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON
PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON ~|~PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:Z* PERFORMED COOLANT FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE
Z* PERFORMED COOLANT FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE ~|~Z* PER OUR INSPECTION FOUND COOLANT WEAK PLEASE FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:Z* PERFORMED TRANSMISSION FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE
Z* PERFORMED TRANSMISSION FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE ~|~Z* PER OUR INSPECTION FOUND TRANSMISSION FLUID BLACK IN COLOR PLEASE FLUSH AS PER CUSTOMER AUTH VIA SIGNATURE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:VIP DISCOUNT
VIP DISCOUNT ~|~VIP DISCOUNT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:CUSTOMER STATES CHECK VEHICL FOR SERVICE NEEDS AND REPORT
CUSTOMER STATES CHECK VEHICL FOR SERVICE NEEDS AND REPORT ~|~CUSTOMER STATES CHECK
VEHICL FOR SERVICE NEEDS AND REPORT

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE
25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 7

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS
WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS ~|~WE
ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR
PERSONAL CHECKS.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 8

Op Code Desc:TENT APPT HAS BEEN SET
TENT APPT HAS BEEN SET ~|~CUSTOMER HAS TENT APPT SET FOR 7.15.09 X_____'

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/28/2009	52,212	BAY RIDGE TOYOTA-		0370266	\$545.50
			(31097)			

Condition 1

Op Code Desc:PERFORMED OIL AND FILTER CHANGE AS PER CUSTOMER WITH COUPON
PERFORMED OIL AND FILTER CHANGE AS PER CUSTOMER WITH COUPON ~|~PERFORM T.E.C LUBE OIL &
FILTER AS PER COUPON

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:PERFORMED EMISSION SERVICE AT THIS TIME CAUSE CARBON WITH OIL BUILT UP ON THE TH
PERFORMED EMISSION SERVICE AT THIS TIME CAUSE CARBON WITH OIL BUILT UP ON THE TH ~|~AS PER
OUR INSPECTION FOUND OUT THROTTLE BODY BUILT UP CARBON WITH OIL. CUSTOMER AUTHORIZED
EMISSION SERVICE BY SIGNATURE.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:REPLACED CABIN AIR FILTER AT THIS TIME CAUSE DIRTY AND CLOGGED
REPLACED CABIN AIR FILTER AT THIS TIME CAUSE DIRTY AND CLOGGED ~|~AS PER OUR INSPECTION
FOUND OUT CABIN AIR FILTER IS DIRTY AND CLOGGED. CUSTOMER AUTHORIZED REPLACE CABIN AIR
FILTER BY SIGNATURE.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:PERFORMED BRAKE FLUID FLUSH AT THIS TIME CAUSE DIRTY AND OLD
PERFORMED BRAKE FLUID FLUSH AT THIS TIME CAUSE DIRTY AND OLD ~|~AS PER OUR INSPECTION
FOUND OUT BRAKE FLUID IS DIRTY AND OLD. CUSTOMER AUTHORIZED BRAKE FLUID FLUSH BY
SIGNATURE.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:VIP DISCOUNT
VIP DISCOUNT ~|~VIP DISCOUNT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 6

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **Agreement ----**

Condition 7

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS ~|~WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 8

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS; TENTATIVE APPOINTMENT FOR THIS CUST IS; ~|~TENT APPT SET ON APR/28/09 **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/06/2008	46,950	BAY RIDGE TOYOTA-		0363158	\$125.48
			(31097)			

Condition 1

Op Code Desc:CUSTOMER REQUESTS 45000MILE SERVICE CUSTOMER REQUESTS 45000MILE SERVICE ~|~PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON **Pay Type:** CUSTOMER PAY **SSC No. ----** **Agreement ----**

Condition 2

Op Code Desc:CUSTOMER REQUESTS NEW YORK STATE INSPECTION CUSTOMER REQUESTS NEW YORK STATE INSPECTION ~|~CUSTOMER REQUESTS NEW YORK STATE INSPECTION **Pay Type:** CUSTOMER PAY **SSC No. ----** **Agreement ----**

Condition 3

Op Code Desc:REPLACED RIGHT SIDE FRONT SIGNAL LIGHT BULB AT THIS TIME CAUSE BLOWN REPLACED RIGHT SIDE FRONT SIGNAL LIGHT BULB AT THIS TIME CAUSE BLOWN ~|~CUSTOMER STATES RIGHT SIDE FRONT PARKING LIGHT INOP PLEASE CHECK **Pay Type:** CUSTOMER PAY **SSC No. ----** **Agreement ----**

Condition 4

Op Code Desc:RESET TIRE PRESSURE LIGHT AT THIS TIME RESET TIRE PRESSURE LIGHT AT THIS TIME ~|~CUSTOMER STATES TIRE PRESSURE LIGHT IS ON PLEASE CHECK **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 5

Op Code Desc:REPLACED LEFT SIDE REAR PARKING LIGHT BULB AT THIS TIME CAUSE BLOWN REPLACED LEFT SIDE REAR PARKING LIGHT BULB AT THIS TIME CAUSE BLOWN ~|~CUSTOMER STATES RIGHT SIDE REAR TAILLIGHT WORKING SOMETIMES PLEASE CHECK **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 6

Op Code Desc:PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR ~|~PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR DECLINED FOR REPAIRS, THIS DOES NOT APPLY TO WARRANTY COVERED ITEMS X..... **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 7

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 8

Op Code Desc:WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS ~|~WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS. **Pay Type:** INTERNAL (DEALER) PAY **SSC No. ----** **Agreement ----**

Condition 9

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc: TENTATIVE APPOINTMENT FOR THIS CUST IS; TENTATIVE APPOINTMENT FOR THIS CUST IS; - -TENT APPT SET ON JAN/06/09						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/27/2008	42,548	BAY RIDGE TOYOTA- (31097)		0356037	\$685.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON - -PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON						SSC No. ---- Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACED 4 TIRES AT THIS TIME CAUSE WORN OUT CONDITION, ONE OF THEM HAD A BUBBLE REPLACED 4 TIRES AT THIS TIME CAUSE WORN OUT CONDITION, ONE OF THEM HAD A BUBBLE - -MOUNT & BALANCE 4 TIRES						SSC No. ---- Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORMED WHEEL ALIGNMENT AT THIS TIME CAUSE FRONT TOE WERE OUT PERFORMED WHEEL ALIGNMENT AT THIS TIME CAUSE FRONT TOE WERE OUT - -4 WHEEL ALIGNMENT REQUESTED						SSC No. ---- Agreement ----
Condition 4						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORMED CLEAN AND ADJUST REAR BRAKES AT THIS TIME CAUSE OUT OF THE ADJUSTMENT PERFORMED CLEAN AND ADJUST REAR BRAKES AT THIS TIME CAUSE OUT OF THE ADJUSTMENT - -CLEAN & ADJUST REAR BRAKES						SSC No. ---- Agreement ----
Condition 5						Pay Type: CUSTOMER PAY
Op Code Desc: VIP DISCOUNT VIP DISCOUNT - -VIP DISCOUNT						SSC No. ---- Agreement ----
Condition 6						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION - -CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION						SSC No. ---- Agreement ----
Condition 7						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS - -WE ACCEPT VISA, MASTERCARD, DISCOVER OR CASH. WE DO NOT ACCEPT AMERICAN EXPRESS OR PERSONAL CHECKS.						SSC No. ---- Agreement ----
Condition 8						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: TENTATIVE APPOINTMENT FOR THIS CUST IS; TENTATIVE APPOINTMENT FOR THIS CUST IS; - -TENT APPT SET ON SEP/27/08						SSC No. ---- Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/01/2008	36,949	BAY RIDGE TOYOTA- (31097)		0345663	\$30.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON - -PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION - -CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION						SSC No. ---- Agreement ----

Condition 3 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE **SSC No.** ----
 WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE -|-WE **Agreement** ----
 ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH
 PERSONAL AND BUISNESS).

Condition 4 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS; **SSC No.** ----
 TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET ON MAY/01/08 **Agreement** ----

Condition 5 **Pay Type:** INTERNAL
(DEALER) PAY
Op Code Desc:DECLINED 2 TIRES,AIR FILTER,PCV VALVE AT THIS TIME **SSC No.** ----
 DECLINED 2 TIRES,AIR FILTER,PCV VALVE AT THIS TIME -|-CUSTOMER DECLINED REPAIRS AFTER 25 **Agreement** ----
 POINT SAFETY INSPECTION

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/26/2007	33,297	BAY RIDGE TOYOTA-		0338568	\$2,068.12
			(31097)			

Condition 1 **Pay Type:**
CUSTOMER PAY
Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON **SSC No.** ----
 PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON -|-PERFORM T.E.C LUBE OIL & FILTER AS PER **Agreement** ----
 COUPON

Condition 2 **Pay Type:**
CUSTOMER PAY
Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION **SSC No.** ----
 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE **Agreement** ----
 25 POINT COURTESY INSPECTION

Condition 3 **Pay Type:**
CUSTOMER PAY
Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE **SSC No.** ----
 WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE -|-WE **Agreement** ----
 ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH
 PERSONAL AND BUISNESS).

Condition 4 **Pay Type:**
CUSTOMER PAY
Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS; **SSC No.** ----
 TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET ON JAN/23/08 **Agreement** ----

Condition 5 **Pay Type:**
CUSTOMER PAY
Op Code Desc:PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR **SSC No.** ----
 PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR **Agreement** ----
 -|-PLEASE BE ADVISED THAT THERE WILL BE A DIAGNOSTIC CHARGE FOR ANY ITEM CHECKED OR
 DECLINED FOR REPAIRS, THIS DOES NOT APPLY TO WARRANTY COVERED ITEMS X.....

Condition 6 **Pay Type:**
CUSTOMER PAY
Op Code Desc:REPLACED CABIN AIR FILTER **SSC No.** ----
 REPLACED CABIN AIR FILTER -|-REPLACED CABIN AIR FILTER **Agreement** ----

Condition 7 **Pay Type:**
CUSTOMER PAY
Op Code Desc:4 WHEEL ALIGNMENT REQUESTED **SSC No.** ----
 4 WHEEL ALIGNMENT REQUESTED -|-4 WHEEL ALIGNMENT REQUESTED **Agreement** ----

Condition 8 **Pay Type:**
CUSTOMER PAY
Op Code Desc:REPLACED WIPER BLADES **SSC No.** ----
 REPLACED WIPER BLADES -|-CUSTOMER REQUESTS TO REPLACE WIPER INSERTS. **Agreement** ----

Condition 9 **Pay Type:**
CUSTOMER PAY

Op Code Desc:VIP DISCOUNT
VIP DISCOUNT -|-VIP DISCOUNT

SSC No. ----
Agreement ----
Pay Type:
WARRANTY PAY

Condition 10

Op Code Desc:SKID CONTROL COMPUTER ASSY R&R
SKID CONTROL COMPUTER ASSY R&R -|-CUSTOMER STATES ABS,BRAKE AND WARNING LIGHT IS ON
THE DASH PLEASE CHECK -|-INTERNAL FAILURE

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/17/2007	30,080	BAY RIDGE TOYOTA-		0333346	\$67.00
			(31097)			

Condition 1

Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON
PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON -|-PERFORM T.E.C LUBE OIL & FILTER AS PER
COUPON

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:CUSTOMER REQUESTS NEW YORK STATE INSPECTION
CUSTOMER REQUESTS NEW YORK STATE INSPECTION -|-CUSTOMER REQUESTS NEW YORK STATE
INSPECTION

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE
25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE
WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE -|-WE
ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH
PERSONAL AND BUISNESS).

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 5

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET ON NOV/17/07

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/12/2007	24,131	BAY RIDGE TOYOTA-		0325198	\$445.22
			(31097)			

Condition 1

Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON
PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON -|-PERFORM T.E.C LUBE OIL & FILTER AS PER
COUPON

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:VIP DISCOUNT
VIP DISCOUNT -|-VIP DISCOUNT

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc:CUSTOMER REQUESTS MAINT SERVICE C..REPLACE GAS FILTEVALVES, PLUGS & FILTERS.INSP
CUSTOMER REQUESTS MAINT SERVICE C..REPLACE GAS FILTEVALVES, PLUGS & FILTERS.INSP
-|-CUSTOMER REQUESTS MAINT SERVICE C..REPLACE GAS FILTEVALVES, PLUGS & FILTERS.INSP
FLUID LEVELS, DRIVE SHAFT/BOOTS, HOSES & CLAMPS,BRAKES,COOLING & EXHAUST SYS.CLEAN
BRAKES & ENGINE.CHECK TIRE PRESS. 25 POINT SAFETY INSPECTION.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc:Z* CUSTOMER REQUESTED ELECTRONIC FUEL INJECTION CLEANING AND THROTTLE BODY SERVI

Pay Type:
CUSTOMER PAY
SSC No. ----

Z* CUSTOMER REQUESTED ELECTRONIC FUEL INJECTION CLEANING AND THROTTLE BODY SERVI -|-Z* Agreement ----
 CUSTOMER REQUESTED ELECTRONIC FUEL INJECTION CLEANING AND THROTTLE BODY SERVICE

Condition 5

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION Agreement ----
 25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Condition 6

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE
 WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE -|-WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH PERSONAL AND BUISNESS). Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Condition 7

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
 TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TNET APPT SET ON AUG/11/07 Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/22/2006	19,402	BAY RIDGE TOYOTA-		0314373	\$130.00
			(31097)			

Condition 1

Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON
 PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON -|-PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON Agreement ----

Pay Type:
CUSTOMER PAY

SSC No. ----

Condition 2

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION
 CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION -|-CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Condition 3

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE
 WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE -|-WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH PERSONAL AND BUISNESS). Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Condition 4

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;
 TENTATIVE APPOINTMENT FOR THIS CUST IS; -|-TENT APPT SET ON MAR/22/07 Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

Condition 5

Op Code Desc:DECLINED 15,000 MILES SERVICE AT THIS TIME
 DECLINED 15,000 MILES SERVICE AT THIS TIME -|-CUSTOMER INFORMED OF BOTH RECOMMENDED AND SCHEDULED MAINT AND DECLINES ALL AT THIS TIME Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/12/2006	16,692	BAY RIDGE TOYOTA-		0308806	\$212.50
			(31097)			

Condition 1

Op Code Desc:REPLACED RIGHT SIDE REAR WINDOW AS PER CUSTOMER
 REPLACED RIGHT SIDE REAR WINDOW AS PER CUSTOMER -|-CUSTOEMR REQUEST TO INSTALL RIGHT SIDE REAR GLASS PLEASE Agreement ----

Pay Type:
CUSTOMER PAY

SSC No. ----

Condition 2

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE
 WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE Agreement ----

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE ~|~WE
 ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH
 PERSONAL AND BUISNESS).

Condition 3

Op Code Desc:PERFORMED INTERIOR DETAIL AS PER CUSTOMER

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

PERFORMED INTERIOR DETAIL AS PER CUSTOMER ~|~PERFORM INTERIOR DETAIL AS PER CUSTOMER

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/19/2006	14,824	BAY RIDGE TOYOTA-		0304321	\$104.99
			(31097)			

Condition 1

Op Code Desc:PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON

Pay Type:
CUSTOMER PAY

SSC No. ----

PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON ~|~PERFORM T.E.C LUBE OIL & FILTER AS PER
 COUPON

Agreement ----

Condition 2

Op Code Desc:NYSI NO:1225648

Pay Type:
CUSTOMER PAY

SSC No. ----

NYSI NO:1225648 ~|~PERFORM NEW CAR NYSI

Agreement ----

Condition 3

Op Code Desc:REPLACED CABIN AIR FILTER

Pay Type:
CUSTOMER PAY

SSC No. ----

REPLACED CABIN AIR FILTER ~|~REPLACE CABIN AIR FILTER AS PER COUPON \$64.99

Agreement ----

Condition 4

Op Code Desc:HAVE TO SEND TO BODY SHOP GET ESTIMATE

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

HAVE TO SEND TO BODY SHOP GET ESTIMATE ~|~CUSTOMER WANT TO GET ESTIMATE FOR BODY WORK
 PLEASE

Agreement ----

Condition 5

Op Code Desc:BACK UP CAMERA \$1100.00

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

BACK UP CAMERA \$1100.00 ~|~CUSTOMER WANTS TO GET ESTIMATE FOR I-POD RADIO AND BACK UP
 CAMAER PLEASE

Agreement ----

Condition 6

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE
 25 POINT COURTESY INSPECTION

Agreement ----

Condition 7

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE ~|~WE
 ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH
 PERSONAL AND BUISNESS).

Agreement ----

Condition 8

Op Code Desc:TENTATIVE APPOINTMENT FOR THIS CUST IS;

Pay Type: INTERNAL
(DEALER) PAY

SSC No. ----

TENTATIVE APPOINTMENT FOR THIS CUST IS; ~|~TENT APPT SET ON NOV/16/06

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/06/2006	9,573	BAY RIDGE TOYOTA-		0294091	\$94.95
			(31097)			

Condition 1

Op Code Desc:T.E.C. O.L.F.

Pay Type:
CUSTOMER PAY

SSC No. ----

T.E.C. O.L.F. ~|~CUSTOMER REQUESTS LUBE OIL & FILTER CHANGE AS PER COUPON

Agreement ----

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:ROTATE & BALANCE TIRES AS PER \$39.95 COUPON

ROTATE & BALANCE TIRES AS PER \$39.95 COUPON ~|~CUSTOMER REQUESTS TO ROTATE & BALANCE TIRES AS PER \$39.95 COUPON

SSC No. ----

Agreement ----

Condition 3

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:-

- ~|~WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH PERSONAL AND BUISNESS).

SSC No. ----

Agreement ----

Condition 4

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:-

- ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

SSC No. ----

Agreement ----

Condition 5

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:SET FOR 7.6.06

SET FOR 7.6.06 ~|~TENTATIVE APPOINTMENT FOR THIS CUST IS;

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/06/2006	5,122	BAY RIDGE TOYOTA-		0287572	\$20.00
			(31097)			

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:TOYOTA AUTO CARE 5000 SERVICE

TOYOTA AUTO CARE 5000 SERVICE ~|~PERFORM T.E.C LUBE OIL & FILTER AS PER COUPON

SSC No. ----

Agreement ----

Condition 2

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:RESET

RESET ~|~CUSTOMER STATES:THE MAINTENANCE LIGHT IS ON.

SSC No. ----

Agreement ----

Condition 3

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:NO PROBLEM FOUND(SET TIRE PRESSURE)PER ROAD TEST:UNABLE TO DUPLICATE CONCERN NO PROBLEM FOUND(SET TIRE PRESSURE)PER ROAD TEST:UNABLE TO DUPLICATE CONCERN ~|~CUSTOMER STATES:WHEN THE STEERING WHEEL IS STRAIGHT,VEHICLE WANDERS TO THE LEFT.PLEASE CK

SSC No. ----

Agreement ----

Condition 4

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION ~|~CUSTOMER AUTHORIZES A FREE 25 POINT COURTESY INSPECTION

SSC No. ----

Agreement ----

Condition 5

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE

WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE ~|~WE ACCEPT VISA,MASTERCARD,AMEX,DISCOVER OR CASH. NO CHECKS ACCEPTED FOR SERVICE (BOTH PERSONAL AND BUISNESS).

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/13/2005	481	TOYOTA OF		0066037	\$0.00
			MANHATTAN-(31162)			

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:REPAINT AS REQUESTED...

REPAINT AS REQUESTED... ~|~CUSTOMER STATES VEHILE HAS BODY SCRATCH PLEASE REMOVE

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/13/2005	471	TOYOTA OF		0065681	\$820.00
			MANHATTAN-(31162)			

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:MISC

MISC ~|-AS PER SALES DEPARTMENT REPAIR DENT IN ROOF

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FI

I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FI ~|-I

AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FIRE,THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTOL.

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Condition 3

Op Code Desc:SUPPLY RENT ACAR

SUPPLY RENT ACAR ~|-SUPPLY RENT ACAR

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/07/2005	11	TOYOTA OF MANHATTAN-(31162)	BLACK, M	0064642	\$179.50

Condition 1

Op Code Desc:COMPLETE PRE DELIVERY INSPECTION

COMPLETE PRE DELIVERY INSPECTION ~|-COMPLETE PRE DELIVERY INSPECTION

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc:11881194

11881194 ~|-NEW YORK STATE INSPECTION #.....

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Condition 3

Op Code Desc:CLEAN FOR DELIVERY

CLEAN FOR DELIVERY ~|-CLEAN FOR DELIVERY

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
09/08/2005	----	10	TOYOTA OF MANHATTAN-(31162)	0095576	\$152.00

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
09/12/2005	----	1	TOYOTA OF MANHATTAN-(31162)	0095576	\$13.25

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	01/28/2009	52,211	BAY RIDGE TOYOTA- (31097)	----	----

Condition 1

Op Code Desc:----

Pay Type: TFS

SSC No. ----

Agreement

0007557467

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	10/06/2008	46,979	BAY RIDGE TOYOTA- (31097)	----	----

Condition 1

Op Code Desc:----

Pay Type: TFS

SSC No. ----

Agreement

0007557467

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	06/27/2008	42,547	BAY RIDGE TOYOTA- (31097)	----	----

Condition 1

Op Code Desc:----

Pay Type: TFS

SSC No. ----

Agreement

0007557467

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	02/01/2008	36,948	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	10/26/2007	33,296	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	08/17/2007	30,079	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	05/11/2007	24,130	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	12/22/2006	19,401	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	08/18/2006	14,823	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	04/06/2006	9,572	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1 Op Code Desc:----					Pay Type: TFS SSC No. ---- Agreement 0007557467
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
----	01/06/2006	5,122	BAY RIDGE TOYOTA- (31097)	----	----
Condition 1					Pay Type: TFS

Op Code Desc:----

SSC No. ----

Agreement

0007557467

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2007 TOYOTA PRIUS(1224)

JTDKB20UX7

VEHICLE DETAILS

Product: 2007 TOYOTA PRIUS 1224

VIN:

JTDKB20UX7

Original Selling Dealer: TOYOTA PLACE
(04356)

DOFU: 01/18/2007

Model Description: PRIUS HYBRID GAS/ELEC SEDN

Built Date:11/21/2006

Exterior color: SILVER PINE MICA (06U0)

Mobile App Capable: N

Transmission type: CVT-E

Interior color: BEIGE/TAUPE/BISQUE (LD41)

Engine type: 1NZ

Edition: 4-DR GAS/ELEC

Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
A0N-Limited Service Campaign (LSC) A0N - 2004 through Certain 2007 Model Year Prius Vehicles - Electric Hybrid Water Pump Replacement	Completed	09/30/11	HOOMAN TOYOTA OF LONG BCH
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	09/30/11	HOOMAN TOYOTA OF LONG BCH
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	04/15/13	HOOMAN TOYOTA OF LONG BCH

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
09/30/2011	04/22/2013	59,980	TOYOTA MOTOR SALES-(82430)		0112962	\$894.23
----	04/15/2013	81,609	HOOMAN TOYOTA OF LONG BCH- (04011)	REYES, O	0165854	\$239.15
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: STEERING/SUSPENSION STEERING/SUSPENSION - -COT RECALL STEERING INTERMEDIATE SHAFT - -SSC - -COMPLETED RECALL C0T -						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: RENTAL RENTAL - -RENTAL						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: M.P.I. INSP M.P.I. INSP - -PERFORM M.P.I. WORLD CLASS INSPECTION - - - -COMPLETED M.P.I. INSPECTION						SSC No. ---- Agreement ----
----	08/22/2012	73,204	HOOMAN TOYOTA OF LONG BCH- (04011)	VERGARA, A	0142320	\$0.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: SUSPENSION NOISE						SSC No. ----

SUSPENSION NOISE ~|~CUSTOMER STATAES CHECK NOISE FROM FRONT END CLIKCING TYPE WHEN STEERING OR CHANGEING ANGLE CHECK AND ADVISE., ~|~ROAD TESTED AND INSPECTED - FOUND FRONT LOWER BALL JOINT BAD - CAUSING NOISE ~|~CUSTOMER DECLINED REPAIR AT THIS TIME.

Condition 2

Op Code Desc:M.P.I. INSP

M.P.I. INSP ~|~PERFORM M.P.I. WORLD CLASS INSPECTION ~|~ ~|~COMPLETED M.P.I. INSPECTION

Condition 3

Op Code Desc:NEXT SCHEDULE APPT

NEXT SCHEDULE APPT ~|~CUSTOMERS NEXT SERVICE APPOINTMENT ~|~. ~|~.

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
09/30/2011	10/05/2011	59,980	HOOAN TOYOTA OF LONG BCH- (04011)	0112962	\$255.47

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
09/30/2011	10/05/2011	59,980	HOOAN TOYOTA OF LONG BCH- (04011)	0112962	\$81.00

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/30/2011	59,980	HOOAN TOYOTA OF LONG BCH- (04011)	LEBLANC, W	0112962	\$2,510.39

Condition 1

Op Code Desc:BODY ELECTRICAL

BODY ELECTRICAL ~|~TOWED TO DEALER CUST STATES HEARD ABNORMAL NOISE FROM STEERING NOW BATTERY DEAD ~|~FOUND POWER STEERING RACK BROKEN INTERNALLY SPIRAL CABLE TWISTED ~|~REPLACE POWER STEERING RACK AND SPIRAL CABLE REPLACED STEERING SHAFT

Condition 2

Op Code Desc:4 WHEEL ALIGNMENT

4 WHEEL ALIGNMENT ~|~PERFORM 4 WHEEL ALIGNMENT. \$89.95 ~|~ ~|~COMPLETED 4 WHEEL ALIGNMENT, SET ALIGNMENT ANGLES TO FACTORY SPEC, INCLUDING A COMPREHENSIVE INSPECTION OF THE SUSPENSION AND STEERING LINKAGE.

Condition 3

Op Code Desc:RECALL 90L

RECALL 90L ~|~PERFORM RECALL 90L - POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL ~|~ ~|~COMPLETED RECALL 90L -

Condition 4

Op Code Desc:HEATING / COOLING

HEATING / COOLING ~|~CUST REQUEST INVERTER WATER PUMP RECALL ~|~ ~|~COMPLETED RECALL A0N

Condition 5

Op Code Desc:M.P.I. INSP

M.P.I. INSP ~|~PERFORM M.P.I. WORLD CLASS INSPECTION ~|~ ~|~COMPLETED M.P.I. INSPECTION

Condition 6

Op Code Desc:NEXT SCHEDULE APPT

NEXT SCHEDULE APPT ~|~CUSTOMERS NEXT SERVICE APPOINTMENT 3-28-12 ~|~. ~|~.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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Agreement ----

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

Pay Type: WARRANTY PAY

SSC No. ----

Agreement ----

Pay Type: WARRANTY PAY

SSC No. ----

Agreement ----

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

----	02/15/2008	25,935	TOYOTA PLACE- (04356)		0095694	\$147.39
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: FRONT BRAKES HAVE 10MM, REAR BRAKES HAVE 4MM TO SENSOR MINOR SERVICE SPECIAL						SSC No. ----
FRONT BRAKES HAVE 10MM, REAR BRAKES HAVE 4MM TO SENSOR MINOR SERVICE SPECIAL ~ ~MINOR SERVICE SPECIAL ~ ~ ~ ~FRONT BRAKES HAVE 10MM, REAR BRAKES HAVE 4MM TO SENSOR MINOR SERVICE SPECIAL						Agreement ----
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: SECURED PLATE						SSC No. ----
SECURED PLATE ~ ~SECURE FRONT LIC PLATE ~ ~ ~ ~SECURED PLATE						Agreement ----
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACED ENGINE AIR FILTER						SSC No. ----
REPLACED ENGINE AIR FILTER ~ ~REPLACE ENGINE AIR FILTER ~ ~ ~ ~REPLACED ENGINE AIR FILTER						Agreement ----
Condition 4						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACED CABIN FILTER						SSC No. ----
REPLACED CABIN FILTER ~ ~REPLACE CABIN AIR FILTER ~ ~ ~ ~REPLACED CABIN FILTER						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/30/2007	21,010	TOYOTA PLACE- (04356)		0088438	\$50.39
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: MINOR SERVICE SPECIAL						SSC No. ----
MINOR SERVICE SPECIAL ~ ~MINOR SERVICE SPECIAL ~ ~FRONT BRAKES 8.5MM REAR BRAKES 8MM TO SENSOR ~ ~MINOR SERVICE SPECIAL						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/17/2007	17,915	AN TOYOTA CERRITOS-(04636)	PULIDO, A	0560384	\$210.00
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: ENGINE MINOR						SSC No. ----
ENGINE MINOR ~ ~CUSTOMER STATES WHEN DRIVING OVER 15MPH IT SOUNDS LIKE AN AIRPLANE INSIDE OF THE VEHICLE. ~ ~ ~ ~17915 ROAD TESTED VERIFIED NORMAL ELECTRICAL WHINE CAUSED BY ELECTRIC GENERATORS CHARGING MAIN BATTERY-NORMAL.ALSO HEARD WATER GURGLING FROM AIR POCKET IN COOLING SYSTEM.BLED COOLING ANF INVEROTR OF AIR POCKETS.VERIFIED PROPER ATF LEVEL AND ROAD TESTED TO						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/04/2007	25,140	TOYOTA PLACE- (04356)		0082355	\$337.50
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: SPECIAL ORDER PART REQUIRED						SSC No. ----
SPECIAL ORDER PART REQUIRED ~ ~CUSTOMER REQUEST: RIM DAMAGE, ORDER ONE RIM ~ ~SPECIAL ORDER ONE NEW RIM ~ ~SPECIAL ORDER PART REQUIRED						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/10/2007	15,891	TOYOTA PLACE- (04356)		0080394	\$29.87
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: CHANGED OIL AND FILTER						SSC No. ----
CHANGED OIL AND FILTER ~ ~CHANGE OIL AND FILTER ~ ~ ~ ~CHANGED OIL AND FILTER						Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total

---- 05/12/2007 10,286 TOYOTA PLACE- 0076023 \$40.39
(04356)

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:MINOR SERVICE SPECIAL

SSC No. ----

MINOR SERVICE SPECIAL ~|~MINOR SERVICE SPECIAL, LUBE BODY***DO NOT ROTATE TIRES*** ~|~FRONT BRAKES 10.0MM, REAR BRAKES 3.5MM ~|~MINOR SERVICE SPECIAL **Agreement ----**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 03/20/2007 5,018 TOYOTA PLACE- 0071968 \$21.98
(04356)

Condition 1

Pay Type:
CUSTOMER PAY

Op Code Desc:PERFORM QUICK LUBE + CHANGE OIL & FILTER

SSC No. ----

PERFORM QUICK LUBE + CHANGE OIL & FILTER ~|~QUICK OIL CHANGE SPECIAL \$29.95 ~|~ ~|~PERFORM QUICK LUBE + CHANGE OIL & FILTER **Agreement ----**

Condition 2

Pay Type:
CUSTOMER PAY

Op Code Desc:RECOMMEND PERFORM MINOR SERVICE

SSC No. ----

RECOMMEND PERFORM MINOR SERVICE ~|~CUSTOMER ADVISED AND DECLINED 5,000 MILE FACTORY SCHEDULED MAINT. ~|~ ~|~RECOMMEND PERFORM MINOR SERVICE **Agreement ----**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---- 12/12/2006 1 TOYOTA PLACE- 0064592 \$116.80
(04356)

Condition 1

Pay Type: INTERNAL
(DEALER) PAY

Op Code Desc:PDI

SSC No. ----

PDI ~|~PREDELIVERY INSPECTION ~|~ ~|~PDI **Agreement ----**

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 1

SERVICE HISTORY

VEHICLE

2009 TOYOTA PRIUS(1224)

JTDKB20UX9[REDACTED]

VEHICLE DETAILS

Product: 2009 TOYOTA PRIUS 1224	VIN: JTDKB20UX93[REDACTED]	Original Selling Dealer: SOUTH BAY TOYOTA (04159)
DOFU: 11/02/2008	Model Description: PRIUS HYBRID GAS/ELEC SEDN	
Built Date:10/09/2008	Exterior color: CLASSIC SILVER MET (01F7)	Mobile App Capable: N
Transmission type: CVT-E	Interior color: LT GRAY (LD11)	
Engine type: I4	Edition: 4-DR GAS/ELEC	Telematics Enabled: N

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	04/29/10	DCH TOYOTA OF SIMI VALLEY
C0U-Safety Recall C0U Remedy Notice - 2004 to certain 2009 Model Year Prius Vehicles Hybrid Electric Water Pump	Completed	02/07/13	DCH TOYOTA OF SIMI VALLEY
C0T-Safety Recall C0T - 2004 to certain 2009 Model Year Prius Vehicles Steering Intermediate Extension Shaft	Completed	02/07/13	DCH TOYOTA OF SIMI VALLEY

SERVICE HISTORY

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
02/07/2013	02/09/2013	63,351	DCH TOYOTA OF SIMI VALLEY-(04117)		0395618	\$261.32
02/07/2013	02/09/2013	63,351	DCH TOYOTA OF SIMI VALLEY-(04117)		0395618	\$76.62
----	02/07/2013	63,351	DCH TOYOTA OF SIMI VALLEY-(04117)		0395618	\$337.94
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS C0T INSPECT BOLT HOLE AND RE PLACE BOLT ONLY - PRIUS ~ ~SAFETY RECALL C0T - 2004 - CERTAIN 2009 MODEL YEAR PRIUS VEHICLES STEERING INTERMEDIATE EXTENSION SHAFT ~ ~SERVICE CAMPAIGN STEERING SHAFT						SSC No. ---- Agreement ----
Condition 2						Pay Type: WARRANTY PAY
Op Code Desc: REPLACE THE HV ELECTRIC WATER PUMP - PRIUS REPLACE THE HV ELECTRIC WATER PUMP - PRIUS ~ ~SAFETY RECALL C0U 2004 TO CERTAIN 2009 MODEL YEAR PRIUS VEHICLES HYBRID ELECTRIC WATER PUMP ~ ~SERVICE CAMPAIGN WATER PUMP						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: DEFAULT DEFAULT ~ ~THE DCH EXPERIENCE - PERFORM COMPLIMENTARY DCH MULTIPOINT VISUAL INSPECTION AND ADJUST TIRE PRESSURE TO MANUFACTURE SPECIFICATION - FRONT _____ REAR _____						SSC No. ---- Agreement ----
----	05/03/2011	44,630	FINDLAY TOYOTA FLAGSTAFF-(02052)	LINDQUIST, L	0721347	\$960.72

Condition 1**Op Code Desc:**4 WHEEL ALIGNMENT

DRIVEABILITY ~|~CUSTOMER STATES THEY HIT A CURB AND NOW THE AIRBAG LIGHT IS ON AND THERE IS NO STEERING ~|~INSPECTED, FOUND INTERMEDIATE SHAFT DAMAGED AND SPIRAL CABLE IS DAMAGED ~|~44627 REPLACED STEERING SHAFT AND SPIRAL CABLE AND ALIGNED VEHICLE. CALIBRATED SENSOR.

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2**Op Code Desc:**YOUR NEXT SERVICE APPOINTMENT HAS BEEN SET FOR YOU. YOU WILL RECEIVE A REMINDER

YOUR NEXT SERVICE APPOINTMENT HAS BEEN SET FOR YOU. YOU WILL RECEIVE A REMINDER ~|~YOUR NEXT SERVICE APPOINTMENT HAS BEEN SET FOR YOU. YOU WILL RECEIVE A REMINDER CALL IN APROXIMATELY FOUR MONTHS RECOMENDED MAINTENANCE

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/29/2010	31,316	DCH TOYOTA OF SIMI VALLEY-(04117)	HALEY-KRAMER, R	0328986	\$394.45

Condition 1**Op Code Desc:**MAJOR SERVICE - 2004 & NEWER CARS/SIENNA - REPLACE ENGINE OIL & FILTER, AC CABIN

MAJOR SERVICE - 2004 & NEWER CARS/SIENNA - REPLACE ENGINE OIL & FILTER, AC CABIN ~|~MAJOR SERVICE - 2004 & NEWER CARS/SIENNA - REPLACE ENGINE OIL & FILTER, AC CABIN & ENGINE AIR FILTERS, ROTATE TIRES & ADJUST PRESSURE, SERV/ADJ REAR/PARKING BRAKE, ADD BG MOA, RETORQUE PROP SHAFT (WHEN APPLICABLE), INSPECT & TOP OFF FLUIDS

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2**Op Code Desc:**ACCELERATOR PEDAL MODIFICATION. INSPECT FRONT CARPET & FLOORMAT AND CLEAN AS APP

ACCELERATOR PEDAL MODIFICATION. INSPECT FRONT CARPET & FLOORMAT AND CLEAN AS APP ~|~CERTAIN MODEL YEAR CAMRY, PRIUS, HIGHLANDER AND TUNDRA VEHICLES POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL RECALL. ~|~.

Pay Type:
WARRANTY PAY
SSC No. ----
Agreement ----

Condition 3**Op Code Desc:**INSPECT: ENGINE AIR FILTER, INSPECT/TIGHTEN NUTS & BPLTSON CHASSIS & BODY (WHEN

INSPECT: ENGINE AIR FILTER, INSPECT/TIGHTEN NUTS & BPLTSON CHASSIS & BODY (WHEN ~|~INSPECT: ENGINE AIR FILTER, INSPECT/TIGHTEN NUTS & BPLTSON CHASSIS & BODY (WHEN APPLICABLE), TIGHTEN DRIVE SHAFT BOLTS (COROLLA & MATRIX), LUBRICATE & RETOURQUE PROPELLOR SHAFT (WHEN APPLICABLE), RESET ""MAINT REQ.& LOW TIRE PRESSURE LIGHTS.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

Condition 4**Op Code Desc:**MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY

MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY ~|~MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOUR OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, ROSE KRAMER R KRAMER@TOYOTASIMIVALLEY.COM (805) 526-7500

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/22/2010	28,366	DCH TOYOTA OF SIMI VALLEY-(04117)	FAIRCHILD, C	0321866	\$125.00

Condition 1**Op Code Desc:**PROGRAM ONE NEW SMART KEY (PART PROVIDED BY CUSTOMER)

PROGRAM ONE NEW SMART KEY (PART PROVIDED BY CUSTOMER) ~|~PROGRAM NEW REMOTE (PROVIDED BY CUSTOMER)

Pay Type:
CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2**Op Code Desc:**MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY

MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY ~|~MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, CHRIS FAIRCHILD C FAIRCHILD@TOYOTASIMIVALLEY.C OM (805) 526-7500.

Pay Type: INTERNAL
(DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/15/2009	27,000	DCH TOYOTA OF SIMI VALLEY-(04117)	FAIRCHILD, C	0319709	\$42.00
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: RADIO TUNER ASSEMBLY R&R RADIO TUNER ASSEMBLY R&R ~ -CUSTOMER STATES CD PLAYER WILL NOT ACCEPT CD'S - INSTALL SPECIAL ORDER RADIO EXCHANGE UNIT ~ -INTERNAL RADIO MALFUNCTION						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: COURTESEY CAR WASH (A \$7.95 VALUE) COURTESEY CAR WASH (A \$7.95 VALUE) ~ -COURTESEY CAR WASH (A \$7.95 VALUE)						SSC No. ---- Agreement ----
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY ~ -MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, CHRIS FAIRCHILD CFAIRCHILD@TOYOTASIMIVALLEY.COM (805) 526-7500.						SSC No. ---- Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/27/2009	26,376	DCH TOYOTA OF SIMI VALLEY-(04117)	FAIRCHILD, C	0318545	\$0.00
Condition 1						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: RADIO EXCHANGE UNIT ON ORDER RADIO EXCHANGE UNIT ON ORDER ~ -CUSTOMER STATES CD PLAYER WILL NOT ACCEPT CD'S - MODEL# 51825						SSC No. ---- Agreement ----
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY ~ -MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, CHRIS FAIRCHILD CFAIRCHILD@TOYOTASIMIVALLEY.COM (805) 526-7500.						SSC No. ---- Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/03/2008	5	SOUTH BAY TOYOTA -(04159)		0033700	\$136.00
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: COMPLETE COMPLETE ~ -PREDELIVERY INSPECTION (PRIUS) ~ - ~ -COMPLETE						SSC No. ---- Agreement ----