

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2007-12-43814

Case Report - [REDACTED]

Customer/Caller Summary:

Customer Name/Address:

Caller Phone:
Caller Alt. Phone:

[REDACTED]
Huntington Beach, CA [REDACTED]
[REDACTED]
Home

Case Summary:

Case Title:	Product: FCRRP; Brake System; Performance
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	FCRRP
Component:	Brake System
Condition:	Performance
VIN:	JTNBB46K07E [REDACTED]
Dofu:	09/16/2006
Current Miles:	15000
Incident Miles:	15000
Model Year:	2007
Model Name:	Camry Hybrid
Region:	Los Angeles
District:	01
Dealer 1:	Toyota Of Huntington Beh, 04087
Selling Dealer:	Toyota Of Huntington Beh, 04087

Case History:

Caller Seeks: assurances that the veh is safe
CAC Stated: NCR apol & adv CM c/b win 1 EOB. adv ref#

*** PHONE LOG 11/15/2007 10:16:35 AM Mlanu
Previous case# 200711121363
c/lr was in an accident. Brake failed & cust went up onto a curb. Driver was only occupant & was wearing seatbelt, accident occurred in huntington beach on 11/12/07. Dlr could not duplicate brake issue. Cust is seeking assurance that veh operate correctly. Front end damage. Airbag non-deploy. Veh approx speed 5mph. Cust sts there were no warnings. Cust sts brakes went all the way to the floor. Cust veh is now at a body shop. NCR apol & adv CM

*** SUBCASE 200711150564-1 CREATED 11/16/2007 07:26:38 AM Kgohn

*** NOTES 11/16/2007 02:00:02 PM Jgetz
c/lr sts would like to speak to Case. She advised had to pick up vehicle today and the brakes are not working properly but dlr advised the brakes are fine. She does not feel safe driving the vehicle and wants a c/b today. Ncr apol. Ncr adv c/lr the case mgr is not available but adv l/m to have her c/b within 1 b/d.

*** NOTES 11/16/2007 02:01:44 PM Kgohn
+OUTGOING DLR CALL - TOY OF HUNTINGTON BEACH+
NCR spk w/ SM Laars who adv the came in after incident and inspected veh and found no concern. SM sts rep adv to have cust contact CEC for product liability. NCR adv will have region complete FCRRP and it takes 63 days total to complete.

*** PHONE LOG 11/16/2007 02:58:02 PM Kgohn Action Type: Outgoing call
===FCRRP===
+OUTGOING CUST CALL - 714-906-3061+
Cust sts was pulling into parking spot and pushed on the brakes, they failed and the veh hit a curb and went into the bushes. Cust doesn't know how fast she was traveling. Veh was not in previous accidents. Cust sts veh had been serviced at dlr that morning prior to the accident. Cust sts dlr did not svc the brakes and had no previous concerns w/ the brakes. Cust sts veh was towed to dlr and brakes worked when the tow truck driver hit the brakes. Cust sts dlr did inspect and found no concern w/ brakes. Cust sts brake pedal went all the way to the floor and had minor damage to the underskirt and had it rpr'd at body. Cust sts that she did not hit the accelerator and feels the brakes must have failed and seeks

TOYOTA

Writer's Direct Play: (318) 488-5927
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
1901 South Western Avenue
Torrance, CA 90501

December 19, 2007

VIA US MAIL

Huntington Beach, CA [REDACTED]

RE: Date of Loss: December 12, 2007
 Vehicle: 2007 Toyota Camry
 VIN #: JTNBB46K073 [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you reported that you were pulling into a parking spot and applied the brakes and they did not work causing your vehicle to hit a curb and go into a the bushes.

Your vehicle was inspected by one of our field technicians in regards to your concerns. Your vehicle was test driven at various speeds with several types of stops being made. The brakes performed properly each time. The brakes were then visually inspected. The brake fluid level in the reservoir was at the correct specification level. No abnormality was noted in the brake fluid color or smell. There were no brake fluid leaks visible at or around the brake masters cylinder, brake actuator, or any of the wheel brake lines or brake hoses. No brake fluid leaks were visible from any of the wheel calipers and no abnormalities in the brake pad shims or fit kit were noted.

We are very sorry about this most unfortunate incident however based on our inspection of your vehicle it has been determined that it was not the result of any type of manufacturing defect. Thank you for allowing us to address your concerns in this matter.

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

Carole Hargrave/TMS/Toyota
12/08/2009 05:30 PM

To [REDACTED]
cc

bcc
Subject Re: Issue with 2007 Camry Hybrid-acceleration issue

Dear Ms. [REDACTED]

The fact that there is a current Safety Service Campaign involving the floor mats/ unintended acceleration of certain model Toyota brand vehicles does not mean that your incident was the result of this issue. At the time that you reported this incident to us your vehicle was given a thorough inspection by one of our field technicians and was found to be in proper working order.

At the time you reported this incident you did not state anything about the vehicle experiencing unintended acceleration but stated that your brakes did not work.

Again we are very sorry bout this incident but your vehicle was inspected and found to be in proper working order.

Regards,
Carole A. Hargrave
Claims Manager
Toyota Motor Sales, USA, Inc.

[REDACTED]

[REDACTED]

To

[REDACTED]

cc

Subject Issue with 2007 Camry Hybrid-acceleration issue



12/08/2009 05:05 PM

Good afternoon Carole, In November 2007 my brakes failed. It was decided that it was operator error. This is something I knew was incorrect. It is a good thing I was pulling slowly into a parking space with a raised planter to stop me. I do not want to wait for a recall which could be months. What are my choices?

One of them I am seriously considering is getting rid of the car. This creates a financial hardship for me. Also, I cannot in good conscience do this with this possible surge issue looming with the car. I purchased the car because I felt the Toyota brand was one of reliability and safety. I have a VIN# if you want to reference this incident. It is JTNBB46K073 [REDACTED]. I realize this may not be your department but I called the Toyota dealership where I purchased the car, and was referred to a voice mail which says nothing new.
Thank you, [REDACTED]



[REDACTED]
12/08/2009 05:05 PM

To [REDACTED]
cc
bcc
Subject Issue with 2007 Camry Hybrid-acceleration issue

Good afternoon Carole, In November 2007 my brakes failed. It was decided that it was operator error. This is something I knew was incorrect. It is a good thing I was pulling slowly into a parking space with a raised planter to stop me. I do not want to wait for a recall which could be months. What are my choices?

One of them I am seriously considering is getting rid of the car. This creates a financial hardship for me. Also, I cannot in good conscience do this with this possible surge issue looming with the car. I purchased the car because I felt the Toyota brand was one of reliability and safety.

I have a VIN# if you want to reference this incident. It is JTNBB46K073 [REDACTED]
I realize this may not be your department but I called the Toyota dealership where I purchased the car, and was referred to a voice mail which says nothing new.
Thank you, [REDACTED]



Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN:

Service Campaign

Campaign Description: 70F - TOYOTA CAMRY ALL WEATHER FLOOR MAT ACCESSORY FOR 2007 AND EARLY 2008 MODEL YEAR VEHICLES
Completion Status: Not Completed
[\[Show Documents\]](#)

Vehicle Information

Division: TOYOTA	Model: Camry HV	Grade: <none>	Model Year: 2007
Drive Type: 2WD	Body Type: 4Dr. Sedan	Engine Family: 2AZ	Transmission: CVT-E
Date of First Use: 09/16/2006	Line Off Date: 08/21/2006	Plant Code: N - TMC	Plant: PLANT - JAPAN

VIN: JTN-BB46K-073 **Standard Equipment:** [Click here to display](#)

Exterior Color: 0040, SUPER WHITE **Interior Color:** **40, BISQUE
Interior Trim Color: **, * **Interior Fabric:** *, *

Accessories:
C1 : Cargo Mat **C4 :** Carpeted Floor Mats **CF :** Carpet/Trunk Mat Set **CQ :** Comfort & Convenience Package Includes: **FE :** 50 State Emissions **LA :** Leather Package Includes: Power Driver **NV :** Voice Activated DVD Navigation w/JBL **SR :** Power Tilt/Slide Moonroof w/ Dual

Warranty

No INFORMATION found for VIN: JTNBB46K073



CAMRY

FIRE
EXIT

STAND CLEAR



HUNTER
TOYOTA

EMENT

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PSI

PSI

PSI

PSI

8 A 33780

MFD. BY: TOYOTA MOTOR CORPORATION 08/06
GVWR 4655LB GAWR 2668LB RR 2759LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN BUMPERS AND
THEFT PREVENTION STANDARDS SHOWN IN EFFECT ON
THE DATE OF MANUFACTURE
JTNBB46K073 [REDACTED] ABOVE, CAR
PASS, CAR



C/TR: 040/LA40 AHV40L-AEXGBA
A/TM: -01A/P311 MADE IN JAPAN 969 A



CAMRY

CLAMITY





PUSH
ON/OFF















SAFETY INFORMATION
PLEASE READ THIS INFORMATION CAREFULLY
BEFORE YOU DRIVE YOUR VEHICLE.
FOR MORE INFORMATION, CONTACT YOUR
DEALER OR VISIT US ONLINE AT
www.ford.com/safety

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PLEASE READ THIS INFORMATION CAREFULLY
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www.ford.com/safety
THINK SAFETY



SIDE AIRBAG



SAFETY RECALL
RECALL INFORMATION
SEE SIDE AIRBAG

ITEM	DESCRIPTION	UNIT	VALUE
1	Engine Displacement	L	2.4
2	Engine Power	HP	158
3	Engine Torque	LB-FT	184
4	Transmission		5-Speed Automatic
5	Drive Type		Front-wheel drive
6	Seating Capacity		5
7	Interior Volume	CU FT	63.0
8	Trunk Volume	CU FT	27.0
9	Load Capacity	LB	1500
10	Weight	LB	3200
11	Wheelbase	IN	101.4
12	Overall Length	IN	181.1
13	Overall Width	IN	70.9
14	Overall Height	IN	56.6
15	Ground Clearance	IN	6.6
16	Turning Radius	FT	19.4
17	Brake Type		Disc/Drum
18	Steering Type		Power
19	Warranty		3 Year/50,000 Mile

8A 30780

MFD. BY TOYOTA MOTOR CORPORATION 08/05
 GVWR: 4525 LB GAWR: FR 2325 LB RR 2350 LB
 LEADER VEHICLE CONF ORS TO LB
 THE DATE OF MANUFACTURE IS 08/05
 VIN: JTNM153U163000000 [REDACTED]
 CTR: 040 L240
 [REDACTED]
 SAFETY LABEL AND ON-BOARD LABELS AFFECT ON-BOARD LABELS





PUSH
ODO/TRIP





NOK M22

CAUTION
NE PAS TOUCHER
LES PARTIES
CHAUDES
SINON VOUS
RISQUEZ
D'ÊTRE
BLESSE.
NE TOUCHER
PAS LES
PARTIES
CHAUDES
SINON VOUS
RISQUEZ
D'ÊTRE
BLESSE.
DO NOT
TOUCH
HOT
PARTS
OR YOU
MAY
BE
BURNED.
NO
TOCHARE
LAS
PARTES
CALIENTES
PORQUE
CORRERIA
RISGO
DE
QUEMASE.
NO
TOCHARE
LAS
PARTES
CALIENTES
PORQUE
CORRERIA
RISGO
DE
QUEMASE.

CAUTION ATTENTION
NE PAS TOUCHER LES PARTIES CHAUDES SINON VOUS RISQUEZ D'ÊTRE BLESSE.
NE TOUCHER PAS LES PARTIES CHAUDES SINON VOUS RISQUEZ D'ÊTRE BLESSE.
DO NOT TOUCH HOT PARTS OR YOU MAY BE BURNED.
NO TOCHARE LAS PARTES CALIENTES PORQUE CORRERIA RISGO DE QUEMASE.
NO TOCHARE LAS PARTES CALIENTES PORQUE CORRERIA RISGO DE QUEMASE.





44510-30270
TOYOTA
PH032-398

CAUTION
NEVER REMOVE THE FUSE FROM THE FUSE BOX WITHOUT CONSULTING THE OWNER'S MANUAL.
NEVER REPLACE THE FUSE WITH ONE OF A HIGHER AMPERAGE RATING.
NEVER REPLACE THE FUSE WITH ONE OF A LOWER AMPERAGE RATING.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT TYPE.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT COLOR.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT MATERIAL.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT SIZE.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT BRAND.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT MANUFACTURER.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT MODEL.
NEVER REPLACE THE FUSE WITH ONE OF A DIFFERENT PART NUMBER.

TOYOTA
HYBRID















WARNING
STEP
ATORS
CW

MAXIMUM CAPACITY
6000 POUNDS

SAFETY INSTRUCTIONS



SAFETY INSTRUCTIONS

CAUTION
DO NOT REAR
LIFT & HOLD THE
VEHICLE

CAUTION
DO NOT REAR
LIFT & HOLD THE
VEHICLE







VED

HUNTER











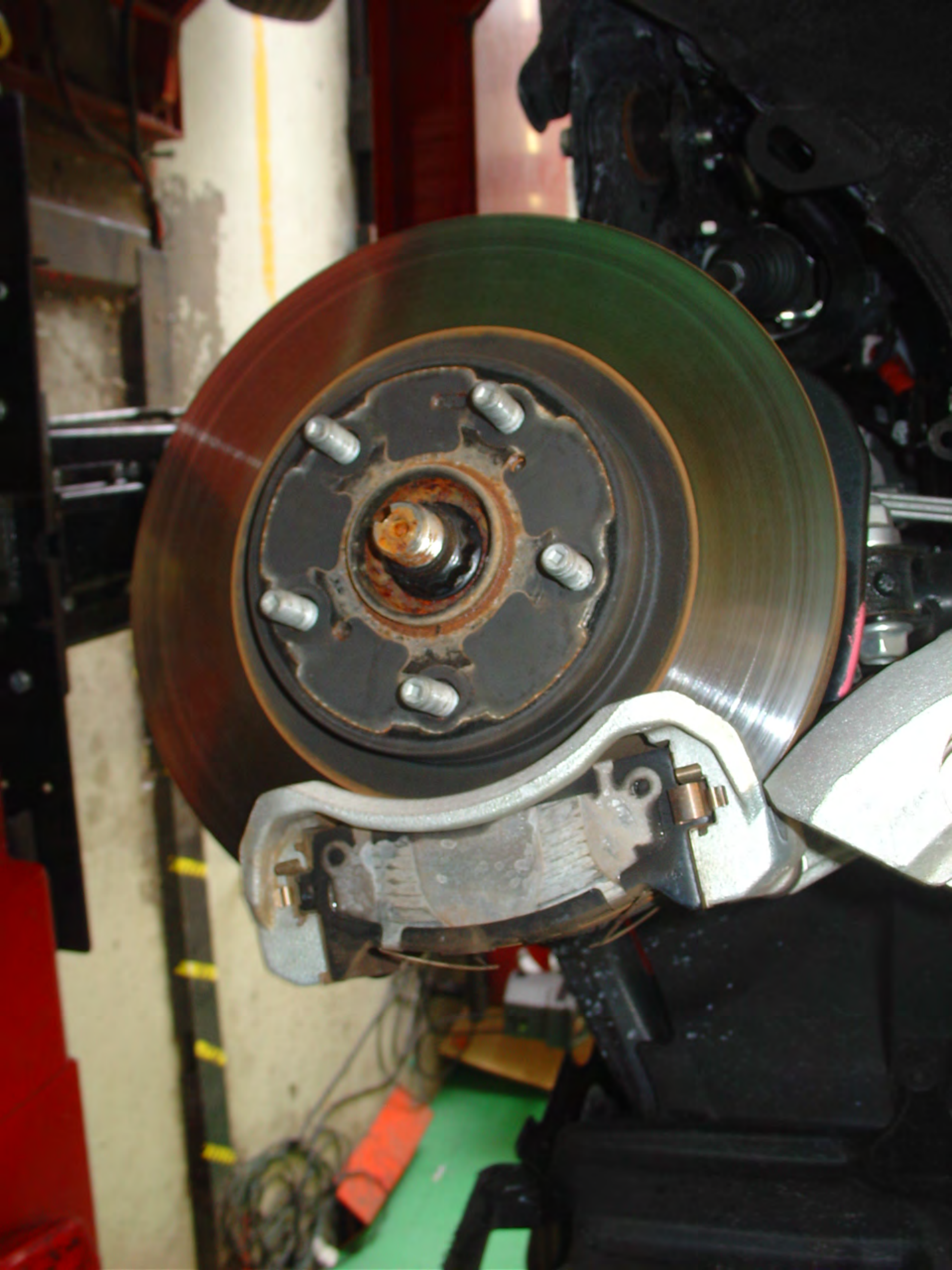


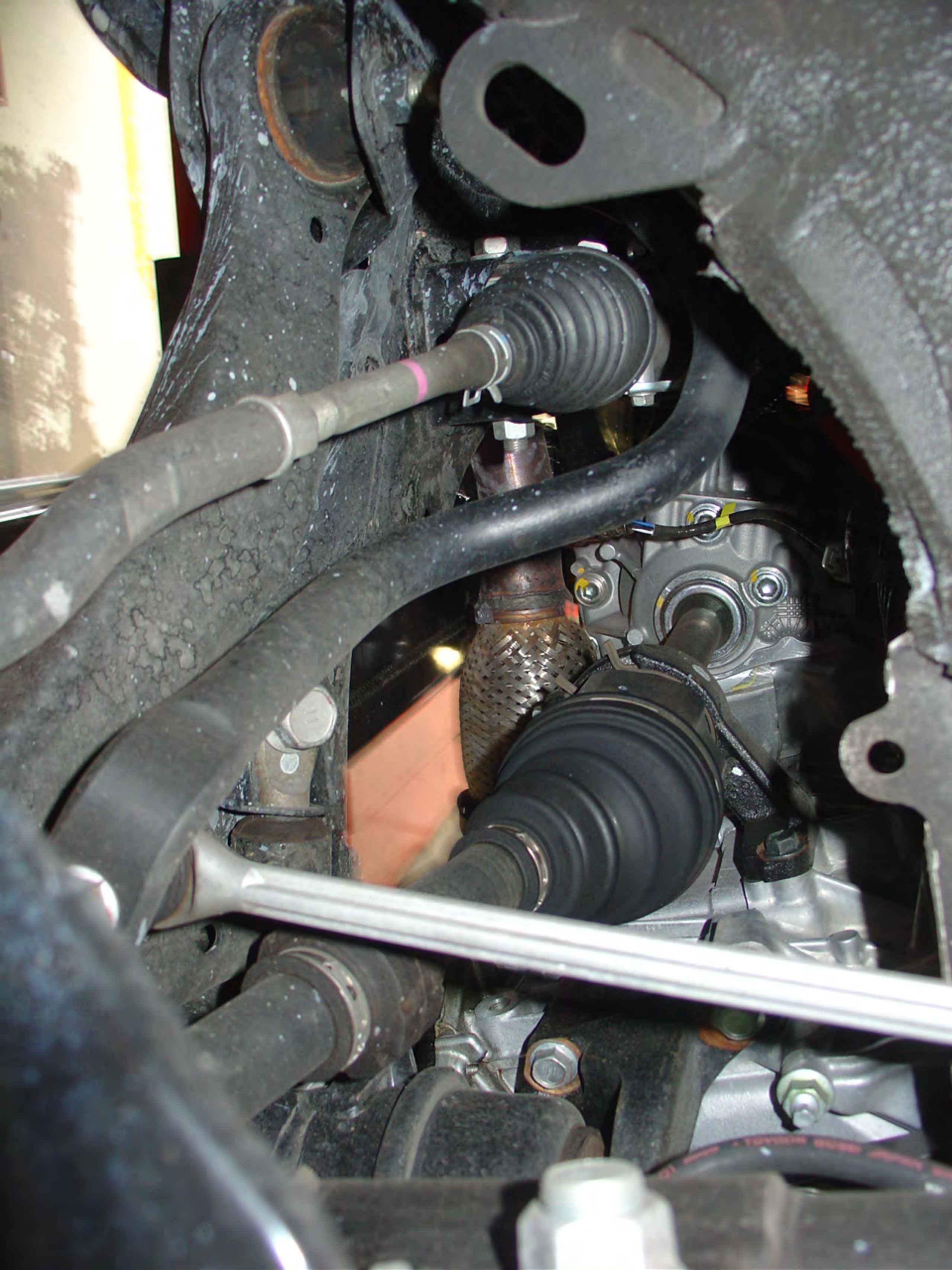


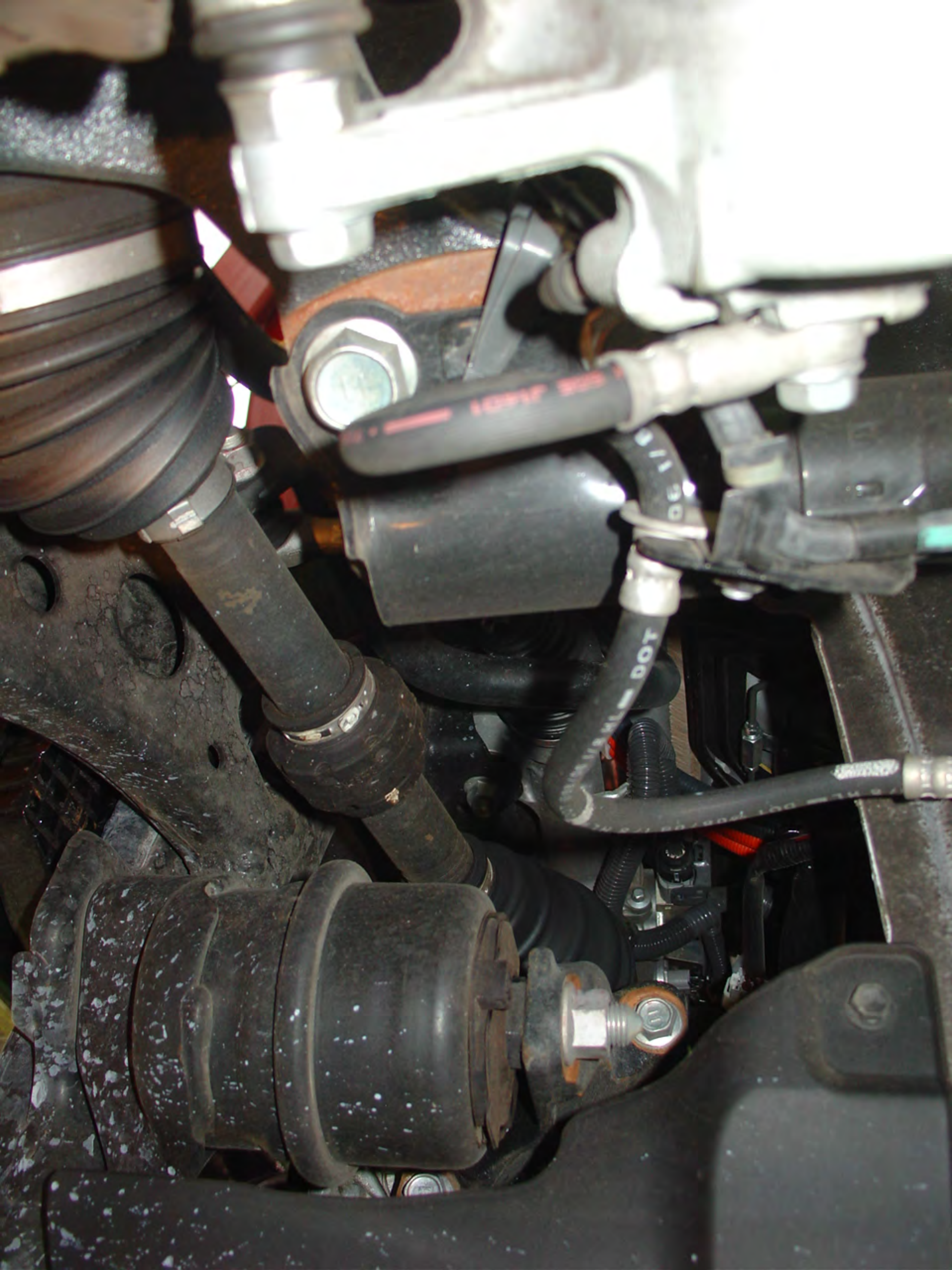
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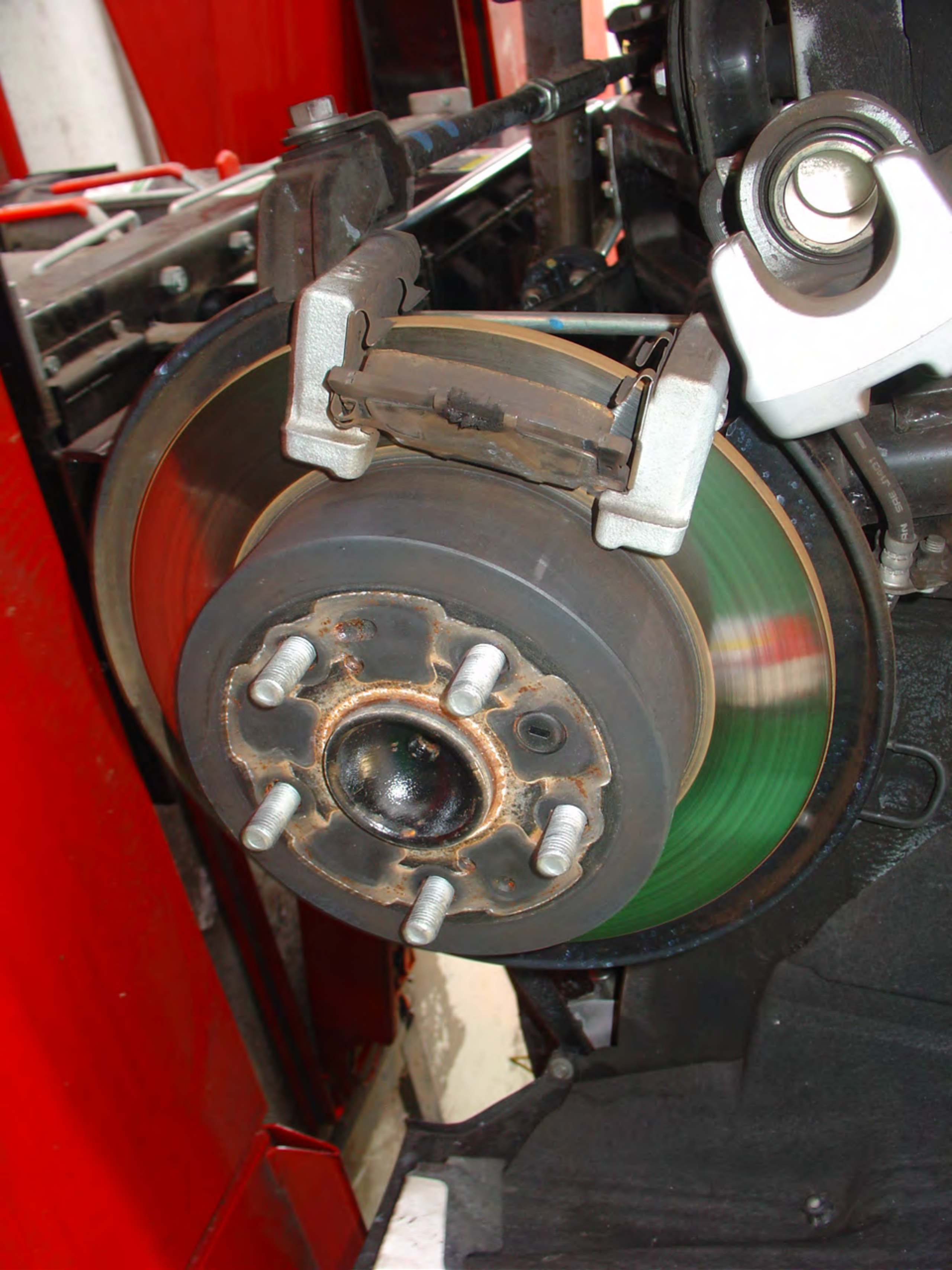


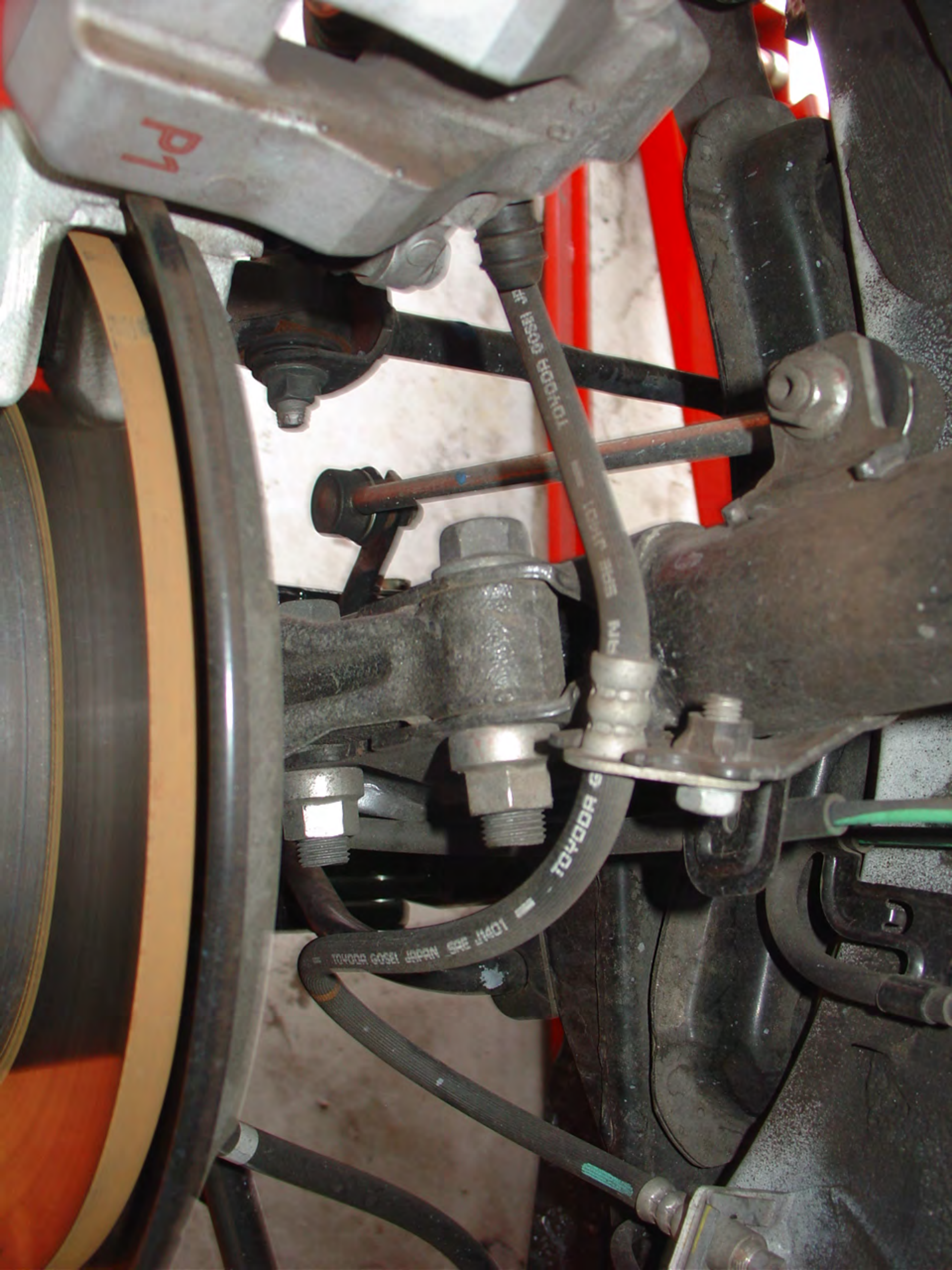












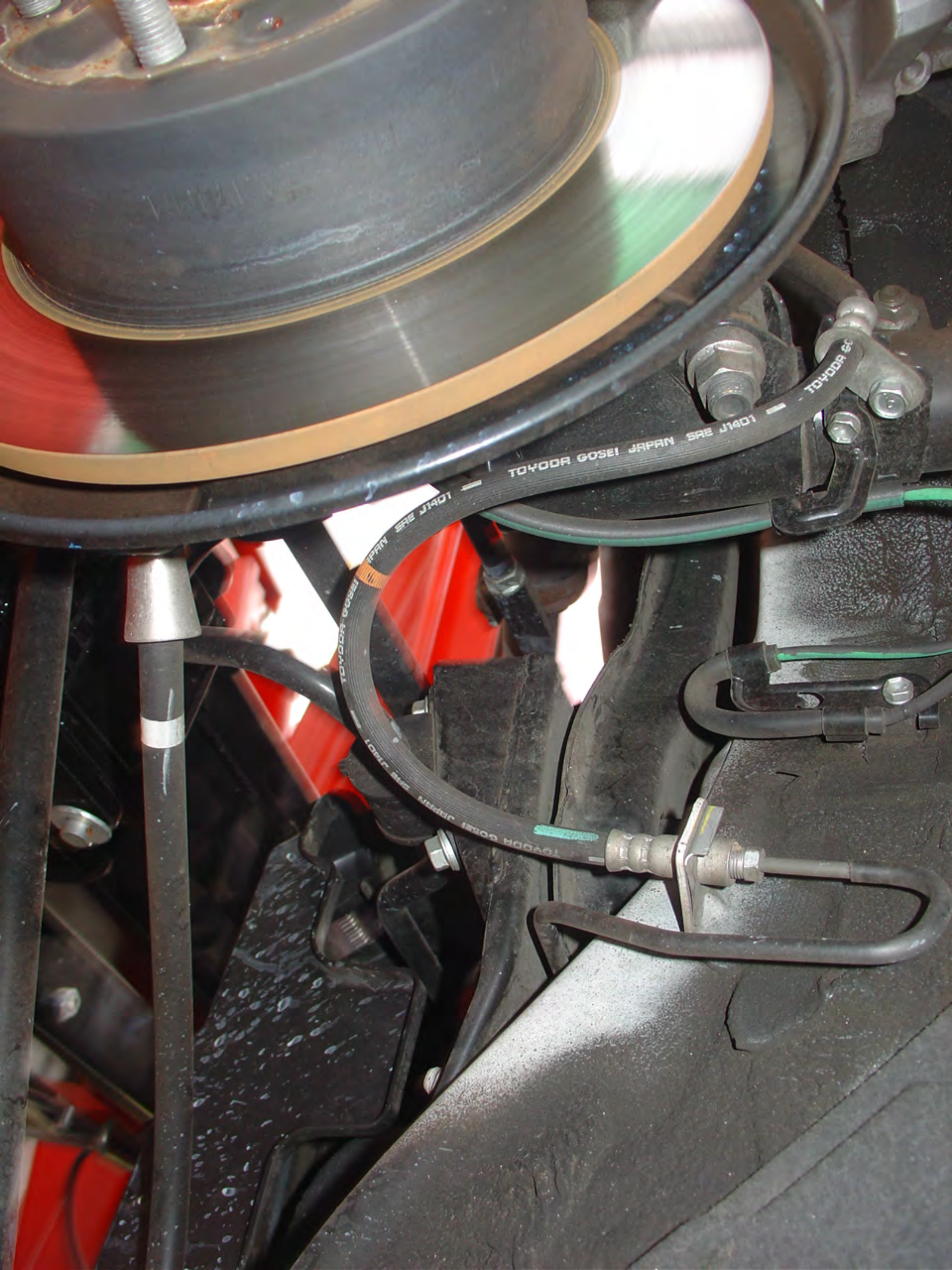
P1

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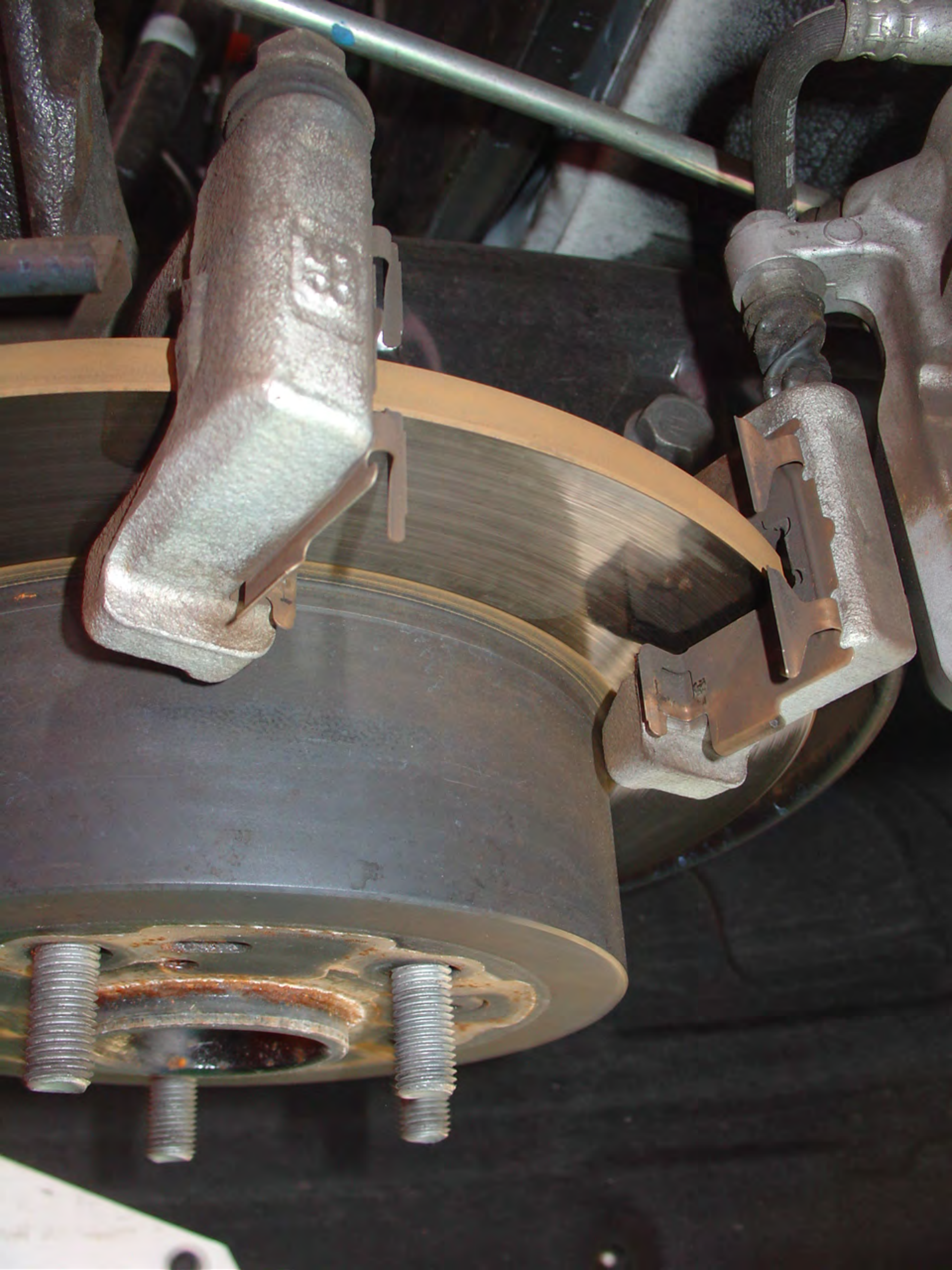
TOYOTA

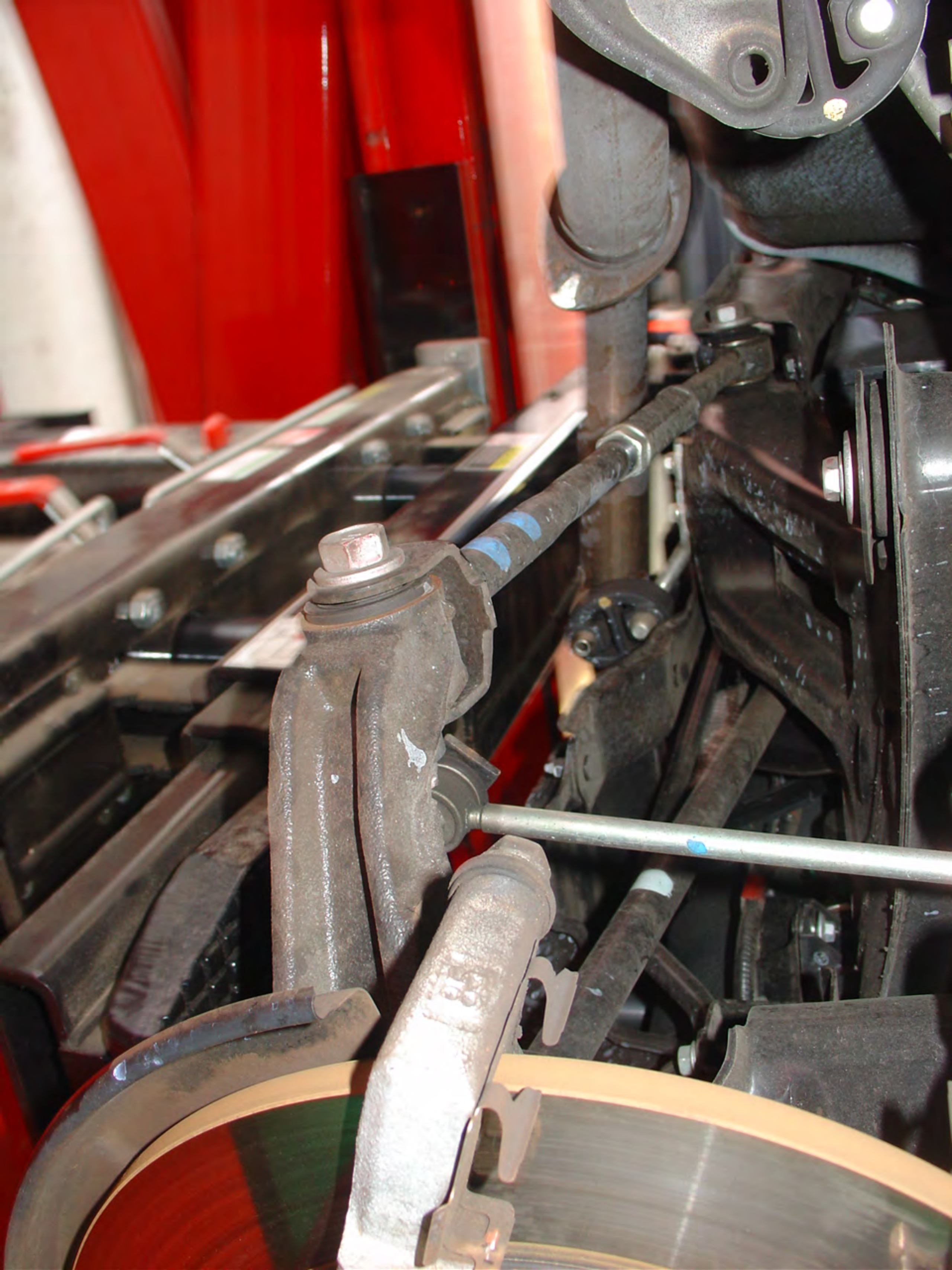
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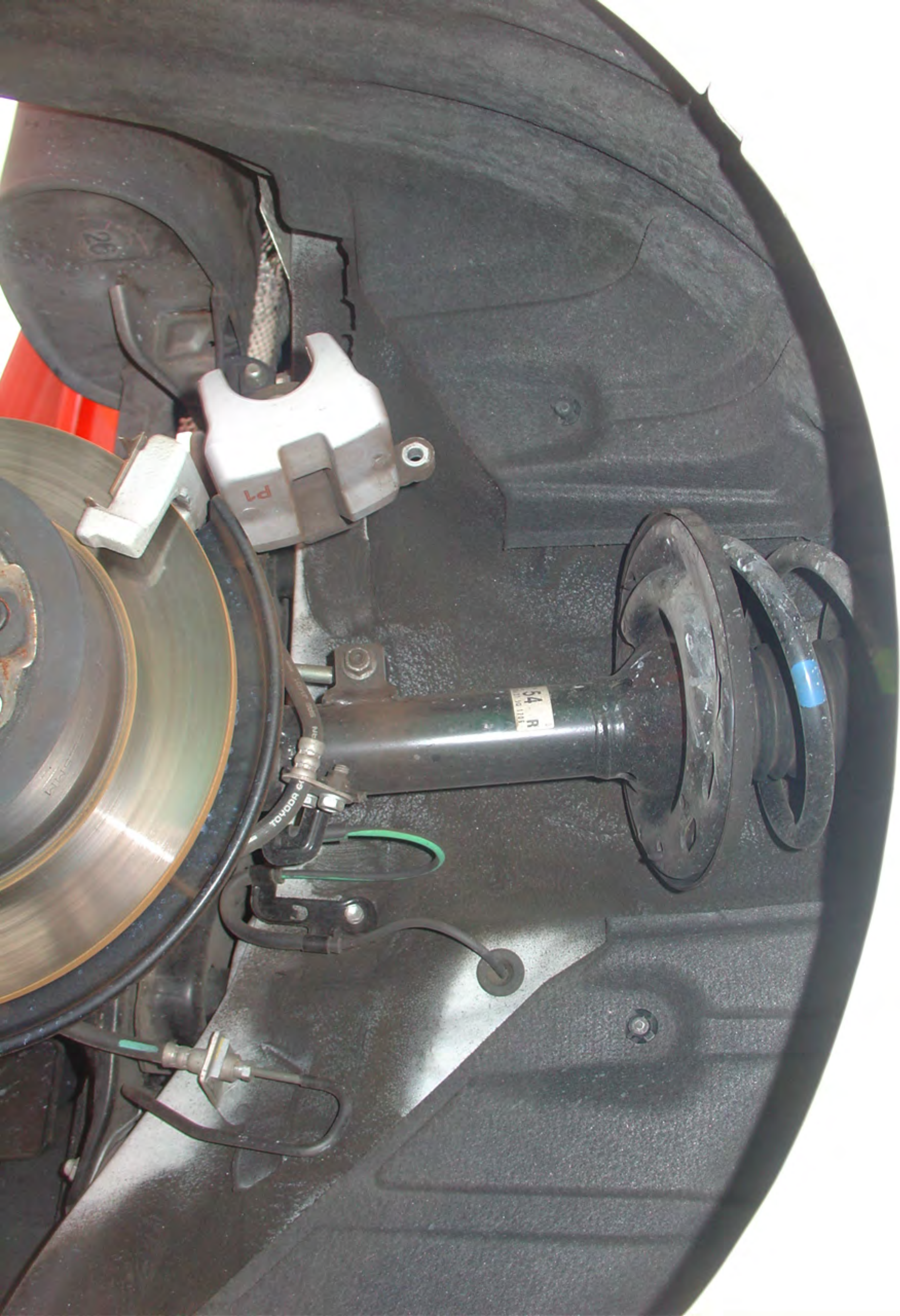








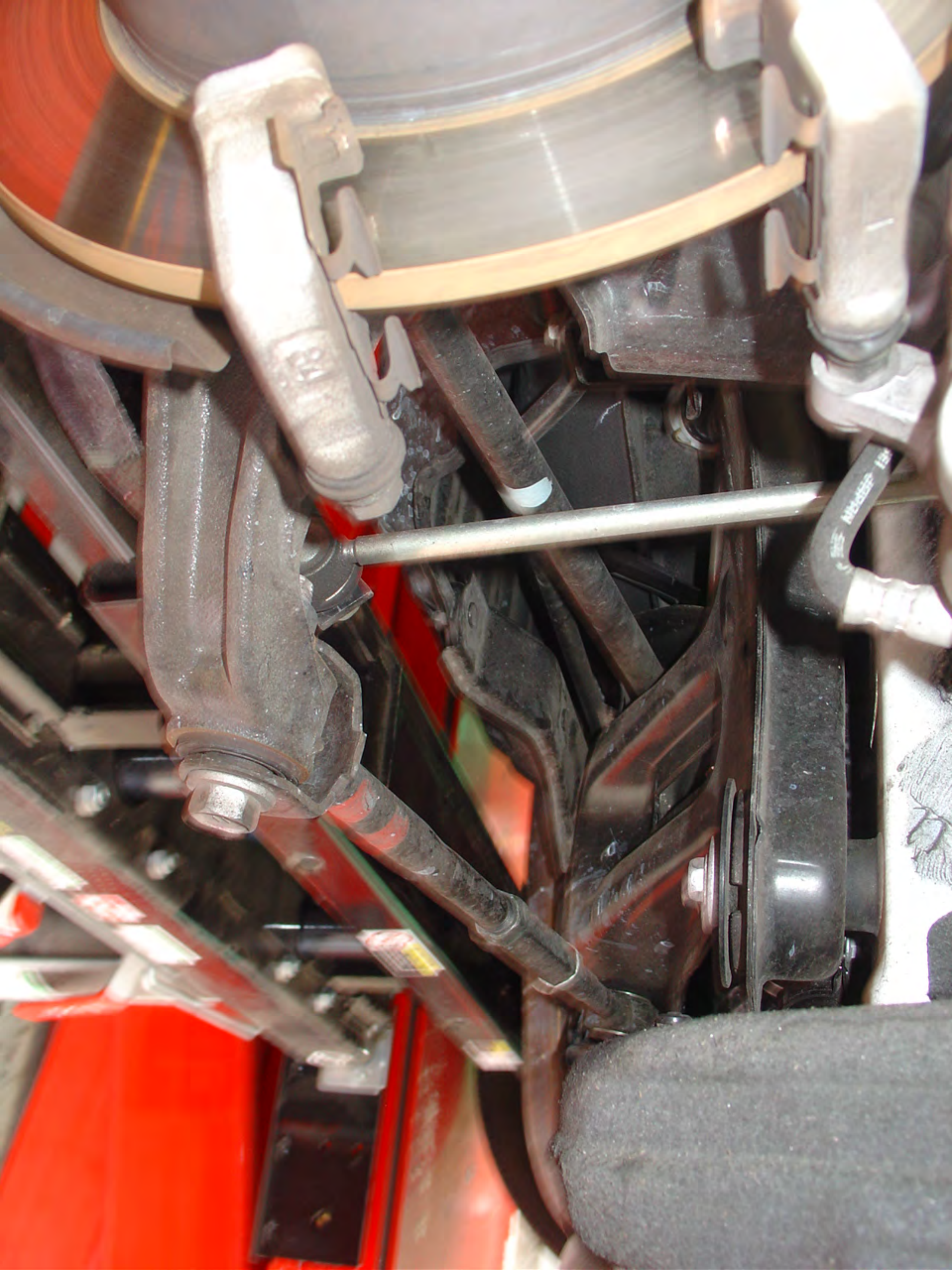


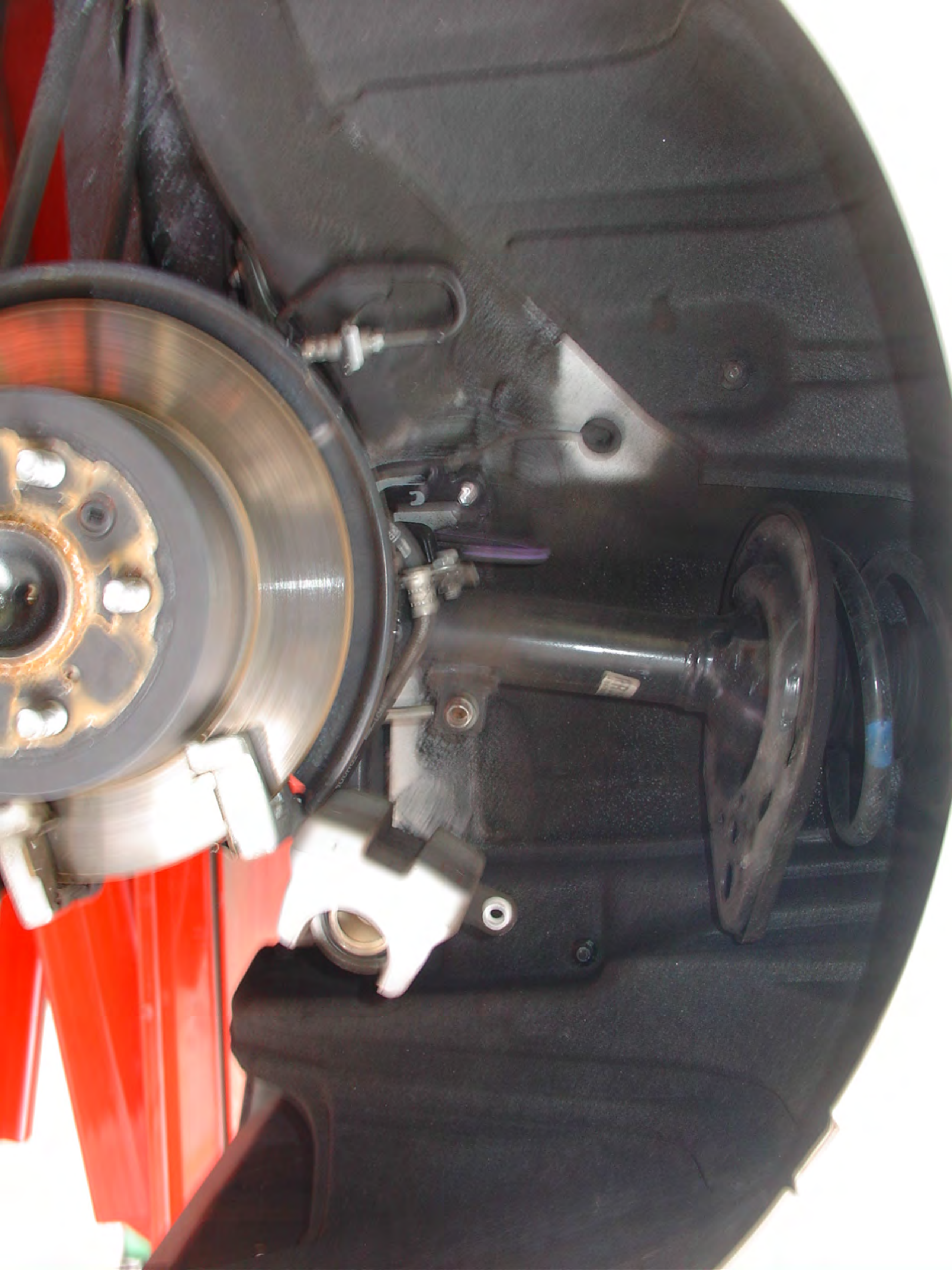




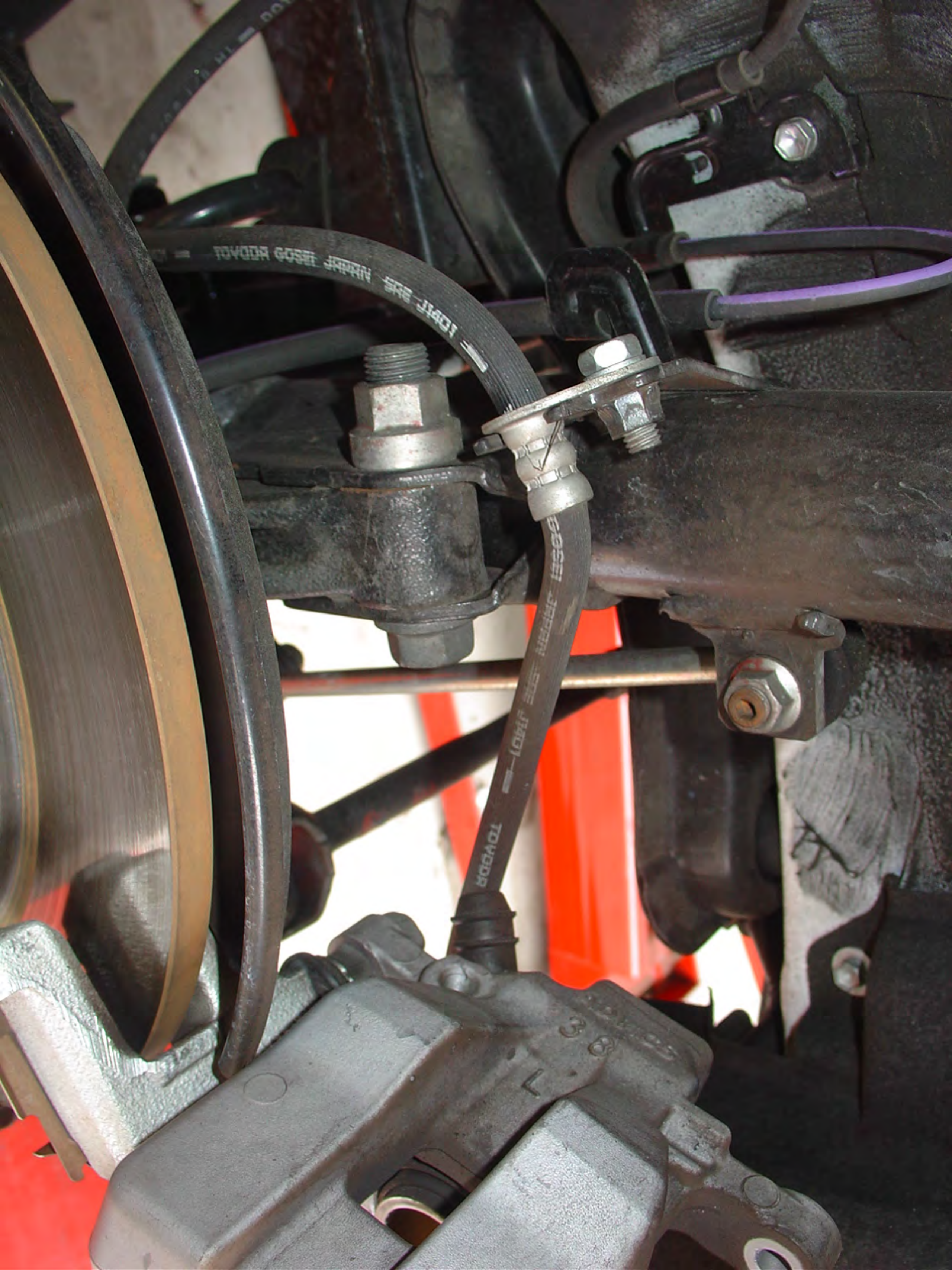












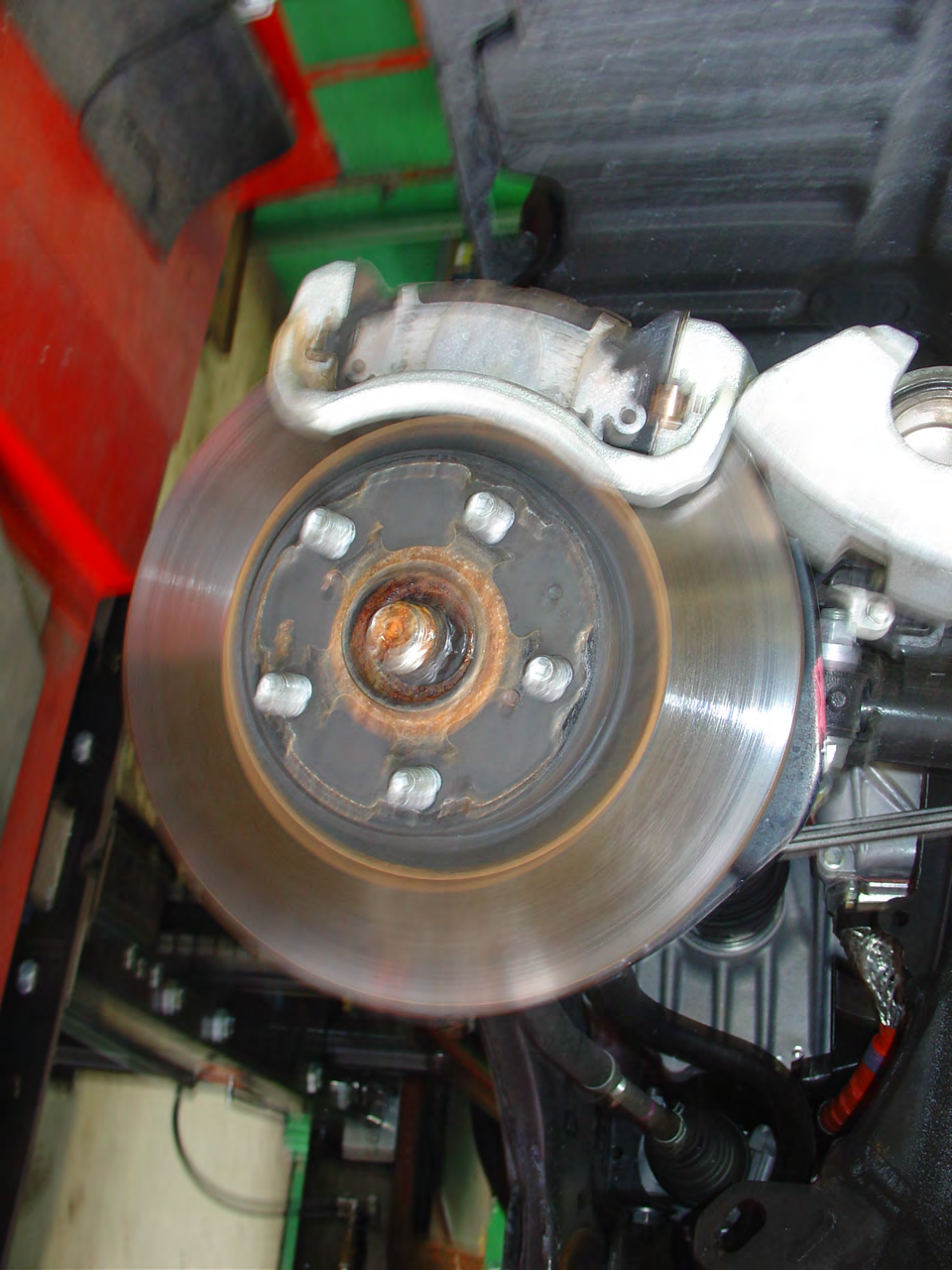




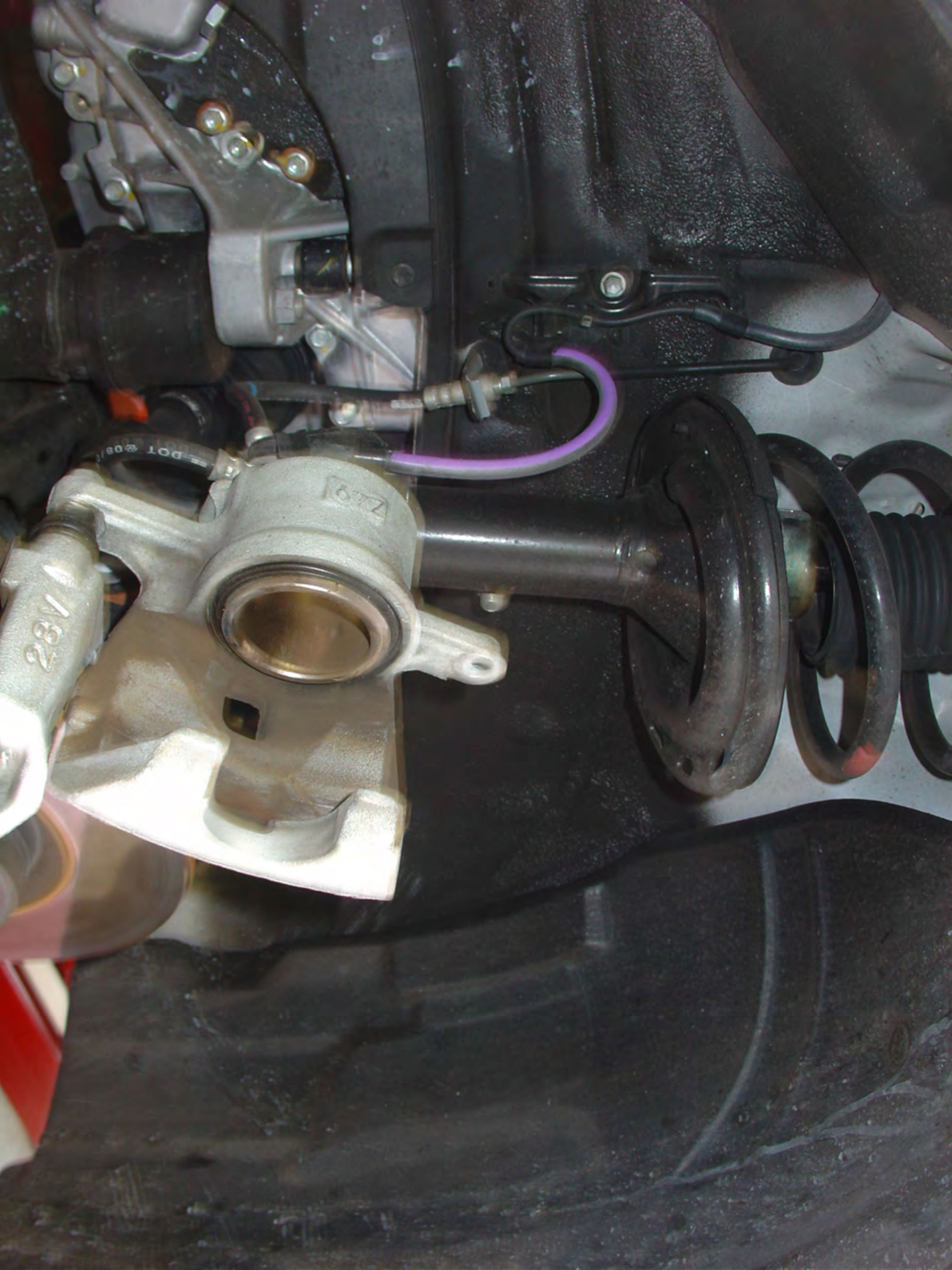


HYBRID

HUNTER



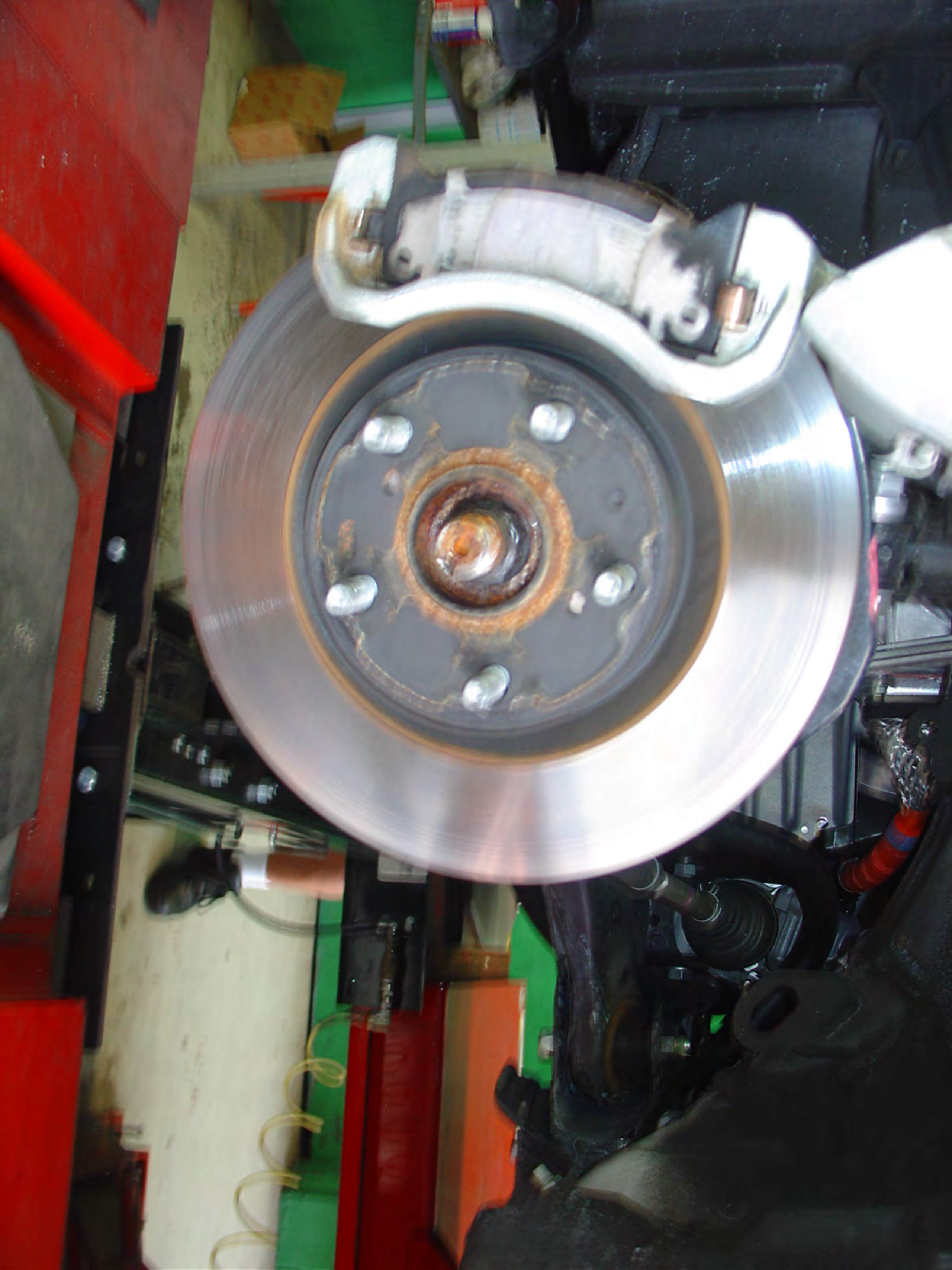














HYBRID SYSTEMS CERTIFIED

К80Р3С

CLEAR

UNION





HUNTER
Engineering Computer

PRE
P
S

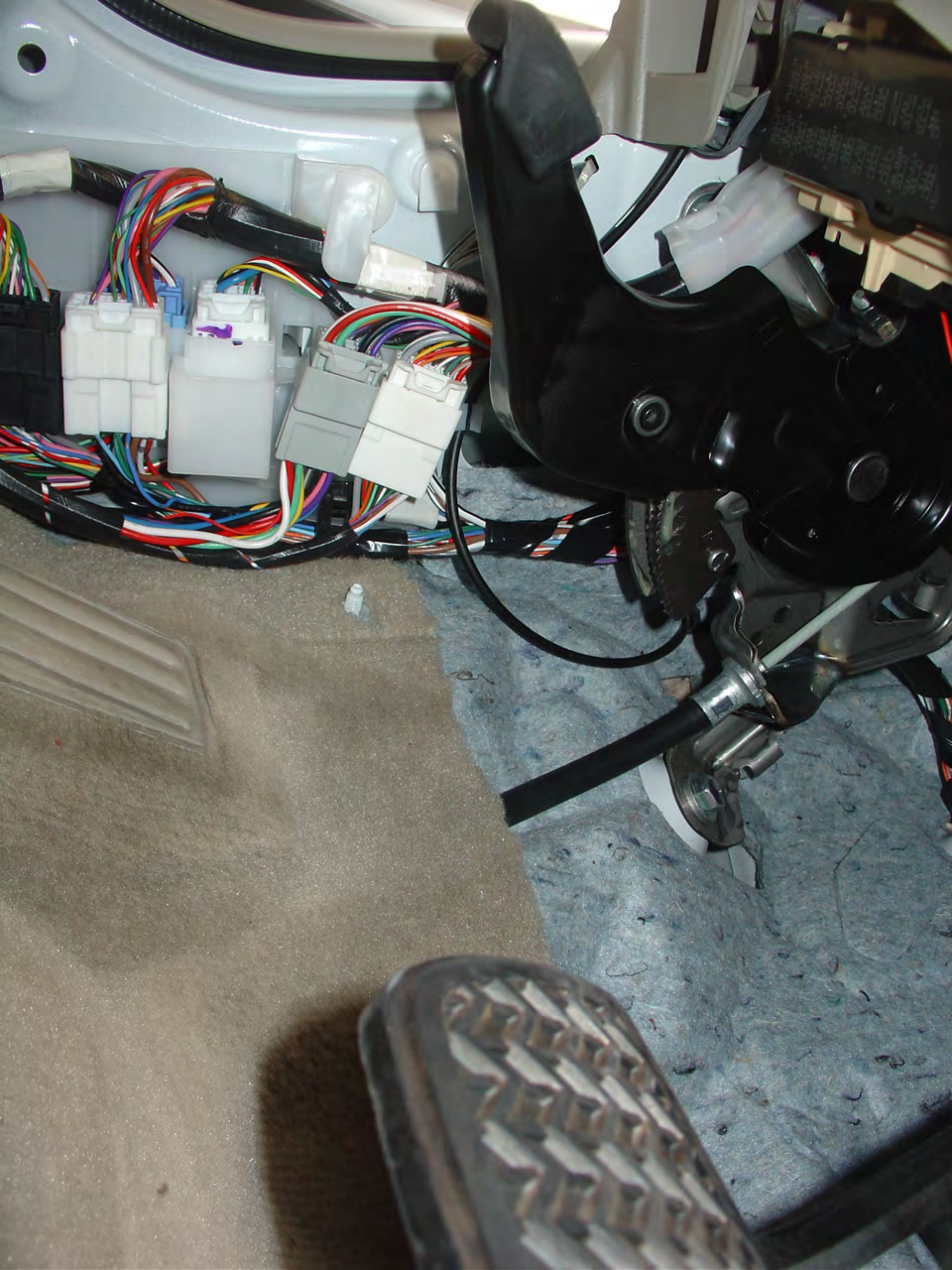














PUSH
ON OFF

L49







PUSH
ON/OFF

8-19/28



11 10 9 8 7 6 5 4 3 2 1

13 14 15 16 17 18 19 20 21 22 23 24 25 26
WESTCOTT
Since 1922
Build for a Metric Future





2007 Camry HV
2AZ-FXE

- Health Check Results**
- Health Check does not display live data
 - Changes in vehicle condition will not update automatically
 - To update Health Check, click the "Refresh Health Check" button

2007_Camry HV
File Notes
Health Check
Data 1-11/

System	Current	Pending	History	Monitor Status	Calibration	Cal. Updater?
Hybrid Control	0	-	0	-	899833301300	Yes
Engine and ECT	0	0	0	Inc	898843301300 898843302300	Yes
Air Conditioner	2	-	1	-	33380100	No
Cruise Control	0	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-
EMPS	0	-	0	-	-	-
Occupant Detection	0	-	0	-	-	-
SRS Airbag	0	-	0	-	-	-
Combination Meter	0	-	0	-	-	-
Main Body	0	-	0	-	-	-
Smart Key	0	-	0	-	-	-
Sliding Roof	0	-	0	-	-	-

11/20/2007 10:27:59 AM

Campaign Available: **YES**



Genette English

DLC 3

Back

Print

TIS Search

Expand>>

ES300-06

- Health Check does not display live data
- Changes in vehicle condition will not update automatically
- To update Health Check, click the "Refresh Health Check" button

System	Current	Pending	History	Monitor Status	Calibration	Cal. Update?
Hybrid Control	0	-	0	-	8998833301300	Yes
					898843301300	Yes
					898843302300	Yes
Engine and ECT	0	0	0	<u>Inc</u>	33380100	No
Air Conditioner	2	-	1	-		-
Cruise Control	0	-	-	-		-
Tire Pressure Monitor	0	-	-	-		-
ABSA/VSC/TRAC	0	-	-	-		-
EMPS	0	-	0	-		-
Occupant Detection	0	-	0	-		-
SRS Airbag	0	-	0	-		-
Combination Meter	0	-	0	-		-
Main Body	0	-	0	-		-
Smart Key	0	-	0	-		-
Sliding Roof	0	-	0	-		-

11/20/2007 10:27:59 AM

Campaign Available: YES

Generic English



DLC 3

Vehicle Diagnostic Report

2007 Camry HV 2AZ-FXE
 JTNNB46K073

oyota of Huntington Bch

Printed By: Generic English(1)

11/20/2007 10:33:48 AM

Health Check Results All Systems(1 of 1)

System	Diagnostic Trouble Codes			Monitor Status	Calibration	Cal. Update?
	Current	Pending	History			
Hybrid Control	0	-	0	-	899833301300 898843301300 898843302300 33380100	Yes Yes Yes No
Engine and ECT	0	0	0	Inc	-	-
Air Conditioner	2	-	1	-	-	-
Cruise Control	0	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-
EMPS	0	-	0	-	-	-
Occupant Detection	0	-	0	-	-	-
SRS Airbag	0	-	0	-	-	-
Combination Meter	0	-	0	-	-	-
Main Body	0	-	0	-	-	-
Smart Key	0	-	0	-	-	-
Sliding Roof	0	-	0	-	-	-

Vehicle Diagnostic Report

2007 Camry HV 2AZ-FXE
JTNBB46K073

Toyota of Huntington Bch

Printed By: Generic English(1)

11/20/2007 10:33:48 AM

Health Check Results All Systems(1 of 1)

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Engine and ECT	0	0	0	Inc	33380100	No
Air Conditioner	2	-	1	-	-	-
Cruise Control	0	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-
EMPS	0	-	0	-	-	-
Occupant Detection	0	-	0	-	-	-
SRS Airbag	0	-	0	-	-	-
Combination Meter	0	-	0	-	-	-
Main Body	0	-	0	-	-	-
Smart Key	0	-	0	-	-	-
Sliding Roof	0	-	0	-	-	-

51

TECH # CORRECTION

CAUSE FTS inspect 11-20-07

- Test drive vehicle and could not confirm abnormality in brake performance.
- Starting mileage = 15151 miles, ending miles = 15165.
- No DTC's in any ECU memory
- PKB = 8 clicks

NOTE: BODY WORK TO FRONT HAD BEEN REPAIRED AT THE TIME OF THIS INSPECTION

52

TECH # CORRECTION

CAUSE

- No Brake fluid leaks from wheel calipers, actuator or master cylinder or brake hoses and lines.
- Brake fluid level at specifications
- FRONT BRAKES (FRONT RIGHT):
 - Front pad inner = 10.5mm, outer pad = 10.5mm
 - Standard thickness = 12mm, minimum = 1mm
 - Rotor thickness = 27.97mm, minimum = 25mm.
- No abnormalities noted on disc or pad surfaces.
- FRONT BRAKES (FRONT LEFT):
 - Front pad inner = 11mm, outer pad = 10.5mm
 - Standard thickness = 12mm, minimum = 1mm.
 - Rotor thickness = 26.04mm, minimum = 25mm.
 - No abnormalities noted in rotor or pad surface

53

TECH # CORRECTION

CAUSE

- REAR BRAKES (RIGHT REAR):
 - Rear pad inner = 8mm, outer = 8.5mm, standard = 11mm, minimum = 1mm
 - Rotor thickness = 9.98mm, minimum = 8.5mm
- REAR BRAKES (LEFT REAR):
 - Rear pad inner = 8.5mm, outer = 9mm, standard = 11mm, minimum = 1mm
 - Rotor thickness = 10mm, minimum = 8.5mm

54

TECH # CORRECTION

CAUSE

- Tires Michelin Energy P215/60R16
- Upon initial inspection it was noticed that the drivers floor mat was not being held in place by the mat retention hooks, installed mat correctly so that it is now being held by the retention hooks.

QUICK CODES

COMMENTS ON ADDITIONAL REPAIRS NEEDED

TIME STAMP

ON OFF

MILEAGE AFTER TECH ROADTEST

QUALITY CONTROL

WAS VEHICLE ROADTESTED? YES NO INSPECTOR

FTS inspect 11-20-07

- Test drove vehicle and could not confirm abnormality in brake performance.
- Starting milage = 15151 miles, ending miles = 15165.
- No DTC's in any ECU memory
- PKB = 8 clicks

- No Brake fluid leaks from wheel calipers, actuator or master cylinder or brake hoses and lines.

ON

- Brake fluid level at specifications

OFF

- FRONT BRAKES (FRONT RIGHT):

- Front pad inner = 10.5 mm, outer pad = 10.5 mm
Standard thickness = 12 mm, minimum = 1 mm

- Rotor thickness = 27.97 mm, minimum = 25 mm.

- No abnormalities noted on disc or pad surfaces.

- FRONT BRAKES (FRONT LEFT):

- Front pad inner = 11 mm, outer pad = 10.5 mm
Standard thickness = 12 mm, minimum = 1 mm.

- Rotor thickness = 28.04 mm, minimum = 25 mm

- No abnormalities noted in rotor or pad surface

ON

OFF

- REAR BRAKES (RIGHT REAR):

- Rear pad inner = 8 mm, outer = 8.5 mm, standard = 11 mm, minimum = 1 mm

- Rotor thickness = 9.98 mm, minimum = 8.5 mm

- REAR BRAKES (LEFT REAR):

- Rear pad inner = 8.5 mm, outer = 9 mm, standard = 11 mm, minimum = 1 mm

- Rotor thickness = 10 mm, minimum = 8.5 mm

- TIRE PRESSURES LR = 29.5 psi, LF = 29 psi, RR = 29 psi, LR = 29.5 psi

ON

- Tires tread depth for all tires is between 7 to 8/32nd

OFF

- No abnormality noted with brake pedal linkage

- Pedal measurements height = 136 mm, freeplay = 1 to 2 mm

Reserve distance \geq 84 mm

- Tires Michelin Energy P215/60R16

- Upon initial inspection it was noticed that the drivers floor mat was not being held in place by the mat retention hooks, installed mat correctly so that it is now being held by the retention hooks.

ON

OFF

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED

PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED
 SAVE

B.A.R. LIC. NO. AM 186811 EPA NO. CAL 000295151

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THIS

ORIGINAL PARTS AND LABOR

1ST REVISED ESTIMATE PARTS AND LABOR

TIME AND DATE

PHONE # CALLED

CUSTOMER NAME

\$

2ND REVISED ESTIMATE PARTS AND LABOR

TIME AND DATE

PHONE # CALLED

CUSTOMER NAME

\$

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE

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

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
LUBE, OIL & FILTER	LUBE	BRAKE INSPEC.	7,500 SERVICE	15,000 SERVICE	22,500 SERVICE	30,000 SERVICE	37,500 SERVICE	60,000 SERVICE	TUNE UP	ADJ. VALVES	SCOPE & ADJ.	FRONT BRAKES	REAR BRAKES	ALIGNMENT	4 WHL. ALIGN.	PK. WHL. BRDS.	COOL. SYS. SVC.	TRANS. SERV.	A/C SERVICE	SERV. CLINIC	DIAGNOSIS CK	SMOG

APPROX. BRAKE WEAR

FRONT REMAIN.

REAR REMAIN.

%

%

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
CUSTOMER STATES BRAKES FAILED. TURN INTO PARKING SPOT WOULD NOT STOP & HIT PLANIER AT SLOW SPEED. FTS TO INSPECT CAR

TECH. OPERATION HRS.

TECH. OPERATION HRS.

TECH. OPERATION HRS.

TECH. OPERATION HRS.

FTS inspection: Could not confirm abnormality in brake system. Test driven 14 miles. 11-20-07

- Front pads = 10.5 to 11 mm
- Rear pads = 8 to 9 mm
- Rotors at/with in factory specs.
- Brake pedal measurements are in factory specification
- Drivers floor mat / was not being held down by the mat retention hooks. Installed/positioned floor mat correctly.

SEE BACK FOR DETAIL MEASUREMENTS

*WRD 33100** *TAB 0288* LIC: CA 5MMW456 SVC ADV: 156 JAINIL FERNANDEZ
 GLENN E. 07 *VIN: JTNBB46K0 73
 TOYOTA CAMRY COL CD: 0040
 HYBRID 4DR SON TRIM: LA40
 LICENSE: CA WHITE CAR
 MFG CODE: 26476 SVC DLR: 004087 SLM: 540
 STOCK NUMBER: 00162997
 IN-SVC: 091806 SOLD: 091606 PRD: 080106
 ODOMETER: LAST: 15057 CURRENT: 15151
 AVG PER DAY: 36 PER MONTH: 1080

HUNTINGTON BEACH
 CA
 ORANGE
 CINDA
 HUNTINGTON BEACH
 EMAIL ADDRESS REYNOLDS@SOCAL.RR.COM

ENGINE: 2AZ2358345 DIST CODE: TOY
 WARNING: POSSIBLE RECHECK 11/20/07 BEACH BLVD. MODEL# 2560
 HUNTINGTON BEACH, CA 92648
 EXTENDED SVC PLAN: TYPE: TOYOTA NUMBER: 889
 IN FORCE: Y* MONTHS: 84 MILEAGE: 10000 EXPIRES: 091613
 11/20/07 08:25:01

***PROMISED DATE: 11/20/07 TIME: 1700 ***

TAB 0288 *WRD 33100** SVC ADV: 156

VIN: JTNBB46K0 73021843

RECOMMENDED SERVICE FOR YOUR CAR

RO#	DATE	LAST SERVICE PERFORMED	MILEAGE	ADV	PARTS	LABOR	OPER	EST LABOR	EST PARTS	DESCRIPTION
C32417	111207	15057	161							TECH HRS OF CODE DESC
										102 51 TOWED IN - CHECK BRAKE
C32361	111207	15049	161							REPAIR 15,000 MILE SER

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
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INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
 CUSTOMER STATES BRAKES FAILED. TURN INTO
 PARKING SPOT WOULD NOT STOP & HIT
 PLANTER AT SLOW SPEED. FIS TO INSPECT
 CAR

FIS inspection: Could not confirm abnormality in
 11-20-07
 brake system. Test driven 14 miles.

- Front pads = 10.5 to 11 mm
- Rear pads = 8 to 9 mm
- Rotors ok / within in factory specs.
- Brake pedal measurements are in factory specification
- Drivers floor mat / was not being held down by the mat retention hooks installed/positioned floor mat correctly.

SEE BACK FOR DETAIL MEASUREMENTS

33100** *1A9 0288* LJC: CA 5MM456 SVC A105
 - GLENN E. 07 **VJH
 TOYOTA CAMRY ADR SCH
 HYBRID
 LICENSE: CA
 MFG CODE: 26476 SV
 STOCK NUMBER: 00162
 IN-SVC: 091806 SOL
 ODOMETER: LAST: 36
 AVG PER DAY: 36

CINDA

WORK HOME
 MAIL ADDRESS REYNOLDS@SOCAL.RR.COM
 ENGINE: 2A22358345

EXTENDED SVC PLAN# TYPE# TOYOTA NUMBER# RR# CA 9
 IN FORCE# Y* MONTHS# 84 MILEAGE# 10

***PROMISED DATE# 1

TAG 0288 **RD 33100** SVC ADV# 156 VI

RO#	DATE	LAST SERVICE PERFORMED	MILEAGE	ADV	PARTS	LABOR	OPER	EST LAB
C32417	111207	15057	161					
	TECH HRS	DP	CODE	DESC				
102	51	TOWED IN -	CHECK	BRAKE				
C32361	111207	15049	161					
104	24	PERFORM	15,000	MILE	SER			
C20638	070207	10027	156					
120	0485	5,000	MILE	MAINTENANCE				
C10018	030507	5184	161					
120	01	LUBE OIL	FILTER					
194668	092206	434	816					
51	51	APPLIED	WINDOW	TINT				
194071	091406	10	153					

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO Y