

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2008-02-44110

Case Report - 200801290783

Customer/Caller Summary:

Customer Name/Address:

[REDACTED]
Lake Forest, CA [REDACTED]

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; FCRP; Brake System; Performance
Case Type: Accident
Contact Method: Phone
Cust Attitude: Concerned
Coding Type: Complaint
Category: Product
Problem Area: FCRP
Component: Brake System
Condition: Performance
VIN: JTNBB46K373 [REDACTED]
Dofu: 06/22/2007
Current Miles: 8000
Incident Miles: 6000
Model Year: 2007
Model Name: Camry Hybrid
Region: Los Angeles
District: 06
Dealer 1: Power Toyota Irvine, 04638
Selling Dealer: Tustin Toyota, 04543

Case History:

Caller Seeks: vehicle to be inspected and fixed.
CAC Stated: Ncr adv cllr will receive follow up within 3 b/dy, inspection within 30days, results mailed within 30days after inspection.

*** PHONE LOG 01/29/2008 11:46:05 AM JGetz

==FCRP==

Cllr sts daughter [REDACTED] driving the vehicle and had an accident on 1/16/08. It was advised the vehicle brakes did not work. She hit another vehicle, Front bumper damage on the drivers side. No injuries. The vehicle driving 10mph. Cllr does not want to get insurance involved. No dash lights on before the brakes would not work. Seat belt was on.

LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.

*** NOTES 01/29/2008 04:14:36 PM LCornell1110

Forward case to FTS, S. Davidson.

*** NOTES 02/01/2008 12:09:14 PM LCornell1110

Forward Case to C. Hargrave TMS Legal.

*** CASE CLOSE 02/01/2008 12:12:34 PM LCornell1110

Forward case to C. Hargrave TMS Legal.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	02/01/2008 12:12:40 PM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	02/01/2008 12:12:34 PM	LCornell1110	Status = Closed, Resolution Code = Full, State = Open.
Rule Action	02/01/2008 12:09:22 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	02/01/2008 12:09:14 PM	LCornell1110	Log notes.
Rule Action	01/29/2008 04:14:47 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	01/29/2008 04:14:36 PM	LCornell1110	Log notes.
Yanked	01/29/2008 04:13:51 PM	LCornell1110	Case grabbed from JGetz to LCornell1110's default

Chg Status 01/29/2008 04:13:51 PM LCornell1110
Modify 01/29/2008 11:46:05 AM JGetz
Dispatch 01/29/2008 11:46:05 AM JGetz
Chg Status 01/29/2008 11:46:05 AM JGetz
Phone Log 01/29/2008 11:46:05 AM JGetz
Create 01/29/2008 11:23:53 AM JGetz

WipBin.
Action Region
into WIP default and Status of Action CAC.
Action Region to Los Angeles
Case sent to region: Los Angeles
Start = 01/29/2008 11:23:53 AM, End = 01/29/2008
11:46:05 AM, Contact = [REDACTED]
Contact = Arturo Rodriguez, Priority = Customer,
Status = Action CAC.

Case Report - 200801290783**Customer/Caller Summary:**

Customer Name/Address:

Lake Forest, CA

Caller Phone:

Caller Alt. Phone:

Case Summary:

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Coding Type: Complaint
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Chg Status	01/29/2008 04:13:51 PM	LCornell110	Action Region
Modify	01/29/2008 11:46:05 AM	JGetz	into WIP default and Status of Action CAC.
Chg Status	01/29/2008 11:46:05 AM	JGetz	Case sent to region: Los Angeles
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Dispatch	01/29/2008 11:46:05 AM	JGetz	Action Region to Los Angeles
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Lake Forest, CA [REDACTED]

Caller Phone:

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Chg Status	01/29/2008 11:46:05 AM	JGetz	Case sent to region: Los Angeles
Create	01/29/2008 11:23:53 AM	JGetz	Contact = [REDACTED] Priority = Customer, Status = Action CAC.

TOYOTA

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

Writer's Direct Dial
Writer's Direct Fax

February 12, 2008

VIA US MAIL

Lake Forrest, CA

RE: **Date of Loss:** **January 16, 2008**
 Vehicle: **2007 Toyota Camry**
 VIN #: **JTNBB46K373**

Dear Mr. [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 your daughter was operating the vehicle and the brakes did not work causing her to hit another vehicle.

Your vehicle was inspected by one of our field technicians in regards to your concern. The brake fluid level was within factory specifications. The brakes were tested and the system was operating within manufactures specifications. The vehicle was test driven for seven miles with numerous stops and the brakes functioned as designed at each stop. At the time of our inspection the brakes were found in proper working order free of any type of defect.

It was noted that you had aftermarket all weather floor mats that were not secured. It is possible that the floor mat slid up interfering with the brake pedal.

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.

Very truly yours,

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

MFD. BY: TOYOTA MOTOR CORPORATION

GWR 4655LB GAWR FR 2668LB REAR

THIS VEHICLE CONFORMS TO ALL
FEDERAL MOTOR VEHICLE SAFETY
THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN

UNAVAILABLE
BUMPER AND
PASS. CAR

JTNBB46K37



C/TR: 202/FA40

A/TM: -01A/P311

AHV46L - RE JUSA

MADE IN JAPAN

186

A















































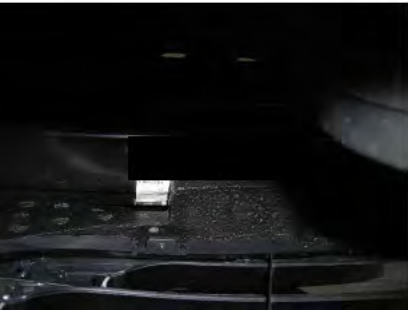
















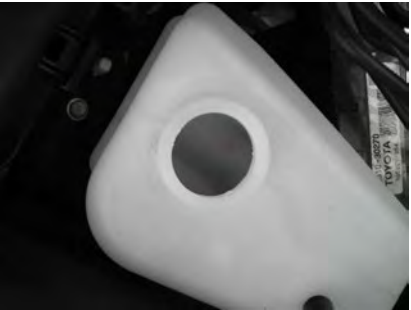
























































Wash & Wax
 Professional car detailing services for all makes and models. Our experts use the latest techniques and products to restore your car's shine and protect its finish.

Interior Detailing
 Deep clean your car's interior, including the dashboard, seats, and carpeting. We'll remove stains and odors, leaving your car smelling fresh and looking like new.

Exterior Detailing
 Give your car a thorough exterior clean, including the hood, roof, and wheels. We'll remove dirt, grime, and bug splatters, leaving your car looking like it just rolled out of the factory.

Paint Protection
 Apply a high-quality paint protection product to your car's exterior, providing long-lasting protection against scratches, chips, and environmental damage.

Engine Bay Detailing
 Clean and protect your car's engine bay, removing dirt and grime and applying a protective coating to prevent future buildup.

Headlight Restoration
 Restore the clarity and brightness of your car's headlights, removing oxidation and restoring their original appearance.

Wax & Sealant
 Apply a high-quality wax or sealant to your car's exterior, providing long-lasting protection and a deep, glossy shine.

Mobile Detailing
 We offer mobile detailing services, so we can bring our expertise to your home or office.

Call Today!
 (555) 123-4567

Wash & Wax
 Professional car detailing services

CARRY











DRIVER
DOOR OPEN



000 4537 miles

Health Check Results

Health check passed on 11/11/2023
 Details of health check are available in the Health Check Report
 Health check report is available in the Health Check Report

System	Current	Healthy	Warning	Unhealthy	Unknown	Not Checked
System 1	1	1	0	0	0	0
System 2	1	1	0	0	0	0
System 3	1	1	0	0	0	0
System 4	1	1	0	0	0	0
System 5	1	1	0	0	0	0
System 6	1	1	0	0	0	0
System 7	1	1	0	0	0	0
System 8	1	1	0	0	0	0
System 9	1	1	0	0	0	0
System 10	1	1	0	0	0	0
System 11	1	1	0	0	0	0
System 12	1	1	0	0	0	0
System 13	1	1	0	0	0	0
System 14	1	1	0	0	0	0
System 15	1	1	0	0	0	0
System 16	1	1	0	0	0	0
System 17	1	1	0	0	0	0
System 18	1	1	0	0	0	0
System 19	1	1	0	0	0	0
System 20	1	1	0	0	0	0
System 21	1	1	0	0	0	0
System 22	1	1	0	0	0	0
System 23	1	1	0	0	0	0
System 24	1	1	0	0	0	0
System 25	1	1	0	0	0	0
System 26	1	1	0	0	0	0
System 27	1	1	0	0	0	0
System 28	1	1	0	0	0	0
System 29	1	1	0	0	0	0
System 30	1	1	0	0	0	0
System 31	1	1	0	0	0	0
System 32	1	1	0	0	0	0
System 33	1	1	0	0	0	0
System 34	1	1	0	0	0	0
System 35	1	1	0	0	0	0
System 36	1	1	0	0	0	0
System 37	1	1	0	0	0	0
System 38	1	1	0	0	0	0
System 39	1	1	0	0	0	0
System 40	1	1	0	0	0	0
System 41	1	1	0	0	0	0
System 42	1	1	0	0	0	0
System 43	1	1	0	0	0	0
System 44	1	1	0	0	0	0
System 45	1	1	0	0	0	0
System 46	1	1	0	0	0	0
System 47	1	1	0	0	0	0
System 48	1	1	0	0	0	0
System 49	1	1	0	0	0	0
System 50	1	1	0	0	0	0

Health Check Report

Health Check Report

Health Check Report

Health Clinical Assembly

Health Clinical Assembly
 Health Clinical Assembly (HCA)
 Health Clinical Assembly (HCA)
 Health Clinical Assembly (HCA)

Navigation sidebar with buttons for Home, Search, and other functions.

Item	Current	Pending	History	Review Status	Comments	Last Update
Item 1	1	1	1			
Item 2	1					
Item 3	1					
Item 4	1					
Item 5	1					
Item 6	1					
Item 7	1					
Item 8	1					
Item 9	1					
Item 10	1					
Item 11	1					
Item 12	1					
Item 13	1					
Item 14	1					
Item 15	1					
Item 16	1					
Item 17	1					
Item 18	1					
Item 19	1					
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Item 35	1					
Item 36	1					
Item 37	1					
Item 38	1					
Item 39	1					
Item 40	1					
Item 41	1					
Item 42	1					
Item 43	1					
Item 44	1					
Item 45	1					
Item 46	1					
Item 47	1					
Item 48	1					
Item 49	1					
Item 50	1					

Footer text containing copyright information and version details.

Health Check Summary

Health Check does not include the following:

Changes in vehicle condition will not update automatic alerts.

To update Health Check, visit the "Network Health Check" screen.

- and Carkey IV
- The below
- Health Check
- Items 1-32

System	Exhaust	Fluids
Engine and ECT	0	0
Hybrid Control	0	
Cruise Control	0	
Tire Pressure Monitor	0	
ABS/VSC/TRAC	0	
EMPS	0	
Occupant Detection	0	
SRS Airbag	0	
Air Conditioner	0	
Combustion Meter	0	
Main Body	0	
Smart Key	0	

- [unreadable]
- [unreadable]
- [unreadable]
- Clear Codes
- Data List
- Active Test
- [unreadable]
- Utility

Diagnostic Code:

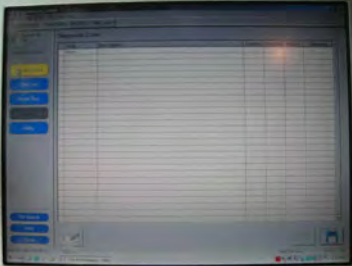
Code	Description
None	

00000000

The screenshot shows a software application interface on a handheld device. The main area is a grid with multiple columns and rows, containing text that is mostly illegible due to blurring. On the left side of the screen, there are several blue buttons, some of which appear to be labeled with numbers or symbols. At the bottom of the screen, there are a few more buttons and a small red icon. The entire interface is framed by a silver bezel.

00000 00000

00000000













HARPOVE
Hannover

91281

D0Y40BX3 PMR

a1007c







ALFESTU

00XB - PN2 P10078



























[REDACTED]

54313F

INVESTIGATION

Power D Toyota
Power D. Scion
Ivins

1015 W. MAIN ST.
SALT LAKE CITY, UT 84111

DATE: 11/11/00 TIME: 11:00 AM

SERVICE ADVISOR: JOHN J. [REDACTED]

DATE	TIME	LOCATION	BY	REASON
11/11/00	11:00 AM	[REDACTED]	[REDACTED]	[REDACTED]
11/11/00	11:00 AM	[REDACTED]	[REDACTED]	[REDACTED]
11/11/00	11:00 AM	[REDACTED]	[REDACTED]	[REDACTED]

Customer Name

11/11/00 11:00 AM

Reported by Jerry
How the vehicle
was the reported

REPORTED ON 11/11/00 AT 11:00 AM. THE REPORTER STATED THAT THE VEHICLE WAS DRIVING ON I-15 SOUTH OF SALT LAKE CITY, UT. THE VEHICLE WAS DRIVING IN THE WEST BOUND LANE AND WAS APPROXIMATELY 1/2 MILE SOUTH OF THE I-15 AND I-70 INTERCHANGE. THE VEHICLE WAS DRIVING AT APPROXIMATELY 60 MPH AND WAS APPROXIMATELY 1/4 MILE SOUTH OF THE INTERCHANGE. THE VEHICLE WAS DRIVING IN THE WEST BOUND LANE AND WAS APPROXIMATELY 1/4 MILE SOUTH OF THE INTERCHANGE. THE VEHICLE WAS DRIVING AT APPROXIMATELY 60 MPH AND WAS APPROXIMATELY 1/4 MILE SOUTH OF THE INTERCHANGE. THE VEHICLE WAS DRIVING IN THE WEST BOUND LANE AND WAS APPROXIMATELY 1/4 MILE SOUTH OF THE INTERCHANGE. THE VEHICLE WAS DRIVING AT APPROXIMATELY 60 MPH AND WAS APPROXIMATELY 1/4 MILE SOUTH OF THE INTERCHANGE.

11/11/00

[REDACTED]

[REDACTED]

Power & Toyota
Power & Scion
 Ford

389123



NAME	ADDRESS	CITY	STATE	ZIP
PHONE				

Received of the
 for the amount of
 Dollars \$
 This document is not valid unless countersigned by the
 Power & Toyota / Power & Scion / Ford representative.



Model Year	Model	Color
MSRP		

Power & Toyota
Power & Scion
 Ford

Power of Toyota
Power of Scion
Irvine

549139

WORKORDER

PAGE 1

3101 RESEARCH DR.
IRVINE, CALIFORNIA 92618
(949) 755 0888

S.A.R. # 100000 E.P.A. # CARGO1111800

SERVICE ADVISOR: 2044 SCHULTE, JOSEPH K

VIN	LICENS	RELEASE IN COT	TAG
2T8B45217	[REDACTED]	4530/	7321B
UNDEC		PAYMENT	INV. DATE
11/10/08		CASH	
2006 2002 4-1-1 - 2000 Hybrid			

PLANS/INSTRUCTIONS:

WENT 2 TIMES THE SPARKS HAVE FAILED: PEDAL WENT
FLOOR. THE CUST TRUCK & THAT TIME TO PUMP UP
THE VEHICLE JUST IN THE FRONT END DAMAGE. HAD
A ANOTHER DEALER FOR REPAIR & INSPECTION (CUST
WAS WITH THE 2ND EMPLOYE FROM OTHER FACILITY
TOO THE PEDAL WENT TO STICK TO THE FLOOR
E WENT TO THE DEALER FOR A SECOND ATTEMPT TO

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2008-05-44594

Case Report - 200803130543

Customer/Caller Summary:

Customer Name/Address:

[Redacted]
Wellington, NV [Redacted]
[Redacted]

Caller Phone:
Caller Alt. Phone:

Case Summary:

Case Title:	Product; FCRP; Traction Control/VSC- Brakes; Performance
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	FCRP
Component:	Traction Control/VSC- Brakes
Condition:	Performance
VIN:	JTNBB46K173 [Redacted]
Dofu:	11/13/2006
Current Miles:	54500
Incident Miles:	54092
Model Year:	2007
Model Name:	Camry Hybrid
Region:	Denver
District:	03
Dealer 1:	Carson City Toyota/Scion, 27015
Selling Dealer:	Power Toyota Irvine, 04638

Case History:

Caller Seeks: brakes to be inspected & assistance w/ rplcment veh.
CAC Stated: See case notes

*** PHONE LOG 03/13/2008 10:43:09 AM KNg1
Accident
02/22/08 on Hwy 15 going south near Hwy 79.
Sts brakes failed. Cust was driver with other occupants 1 seated in passenger seat & 2 in rear seats. Sts air bags did not deploy. Sts no brake warning lights on. Sts speed of impact was about 5mph. Sts applied brakes at about 20mph but veh did not stop even though there were good distance from other veh. Sts there is a police report but cust does not have a copy. Sts no one injured or transported to hospital or ...

*** NOTES 03/13/2008 10:44:50 AM KNg1
.. treated. Sts indep shop had dismantled some parts to try to get rpr estimate. Sts Farmer insurance just informed cust veh was totalled. Sts insurance co has possession of veh at their facility. Sts sks to have brakes inspected & rplcment veh.

*** NOTES 03/13/2008 10:47:20 AM KNg1
... Sts long time loyal toy cust. Sts veh brakes was svcd by dlr just a few hundred miles prior to accident. Sts up till accident brakes seem normal but had not needed to apply brakes in emergency until the accident.

*** SUBCASE 200803130543-1 CREATED 03/14/2008 07:25:05 AM JCabrera

*** SUBCASE 200803130543-2 CREATED 03/14/2008 08:08:51 AM BHolt

*** SUBCASE 200803130543-1 CLOSED 03/14/2008 12:10:07 PM JCabrera
Closing subcase.

*** NOTES 03/14/2008 01:27:14 PM BHolt
===OUTGOING CUSTOMER CALL===
NCR introduced self as case mgr and obtained legal info. Cust hit a Mini Van on the freeway when everyone stopped suddenly. Cust did not have any questions about why air bags did not deploy cust know how the air

bags work. Cust concerns are with the brakes. NCR advd cust will need the exact address where veh is stored before setting up inspection. Cust was going to call right now to get the address and c/b.

*** NOTES 03/14/2008 03:15:23 PM LMartinez

NCR apol and advd cust CM not avail, Sts he needs to discuss veh location with CM. Adv c/b within 1 b/d.

*** NOTES 03/17/2008 07:14:39 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR left v/m: provided brief reason for call, case #, contact info for case mgr (BHolt @ 800-331-4331x73048) & hours of availability (6:30a - 3:30p PST). NCR adv will c/b within 1 b/d.

*** NOTES 03/17/2008 08:54:52 AM RPerez

Caller sts would like a c/b reg status of case. NCR apol & adv C/M is not currently available but would have C/M c/b cust by the end of 1 bus day. Cllr thanked, CSM states she will call cust right back

*** NOTES 03/17/2008 09:09:56 AM BHolt

===OUTGOING CUSTOMER CALL===

Cust provided address and phone # of vehicle location for inspection. NCR adv cust that region will f/u within 3 business days inspection within 30 days, results mailed within 30 days after inspection.

*** NOTES 03/17/2008 09:11:43 AM BHolt

===FCRP===

LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS

*** SUBCASE 200803130543-2 CLOSED 03/18/2008 08:34:39 AM BHolt

*** NOTES 03/20/2008 07:24:38 AM DRose150

3-19-08 @ 6:30pm FTS called cust, l/m at [REDACTED] (work#) advising called & wld call house #. Called Home # [REDACTED] l/m at 6:35pm, advd cust I wld be handling insp of his veh in Las Vegas at B&E Auto Auction. Mess indicated FTS wld call cust back on 3-20 or 3-21 to discuss details of accident on 2-22-08. If cust has ?s or wld like to contact FTS, reqs he contact Julissa Cabrerra at 800-331-433, inform her best time for FTS to call & which phone # he prefers.

*** NOTES 03/26/2008 03:12:17 PM RFranco1

Cust cldd to f/u with Case Mgr B. Holt & Julissa Cabrerra. NCR apol and advd cust Case mgr's are not available. NCR advd cust will fwd message. NCR advd cust Case Mgr will f/u with within 1 B/D. Cust thanked

*** NOTES 03/27/2008 01:12:42 PM BMCmillan

Cllr sts would like a c/b reg status of case. NCR apol and noted cust previous call yesterday 3/26, NCR adv C/M is not avail but would have C/M f/u w/cust w/in 1 bus day.

*** NOTES 03/31/2008 10:50:22 AM BHolt

===INCOMING CUSTOMER CALL===

Cust c/b to see if his veh has been inspected after his accident as he has not heard anything. Cust does not know if should make car payment or not. NCR advd will call to find out and c/b cust today or tomorrow.

*** NOTES 03/31/2008 10:50:35 AM BHolt

===OUTGOING REGION CALL===

NCR spk with CRA Jennifer to find out if the cust veh has been inspected. Jennifer had no documentation and provided NCR with FTS Brian Maloney phone # to contact him directly.

*** NOTES 03/31/2008 10:53:16 AM BHolt

===OUTGOING REGION CALL===

NCR left message for FTS Brian to c/b regarding cust inspection of veh. NCR provided direct phone# [REDACTED]

*** NOTES 04/07/2008 07:43:01 AM JHansen150

4-4-08 @ 6:30pm FTS completed FCRP report and submitted to Region AA, cc RCR.

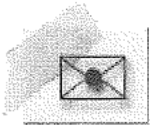
*** CASE CLOSE 04/08/2008 05:14:40 PM DRose150

FTS, Maloney, insp'd veh 3/24/8, B&E Auto Auction, owner not pres. FTS sts: At time of insp batt low chrg so DTCs & mlg cld not be ret. No comm w/scantool. Brk pdl lnkgs & prkg brk secure. Elec conn to gas pdl pos sensor secure. Insp of ABS actuator, frnt & rear calipers, brk lines & brak mstr cyl show no signs of lks. Brk fluid lvl in reser at max. Veh cld not be drvn to tst ABS activation or brk opr. Rckr pnls, frnt fndrs, frnt bmpr, radiator & hood were off veh. No obv dmg to remain'g eng & hybrid comps. Brk insp of lft frnt fnd pad thickness between 10-11mm inner & outer, shims & clips pres, rtr was 28mm thick. Rt rr brk insp fnd pad thick 10mm inner & outer, rtr was 9.65mm, shims & clips pres. No appar dmg inside veh. Fnd aftmkt switch under dash not sure for what. Strg col was not locked. Drvr's flrmt was not clipped into

pos.Brk sys as insp'd is w/in mfg specs.Rslts not comm to cust.Cust skg resp from Legal.Docs frwd to C Hargrave via e-mail 4/8/8.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	04/08/2008 05:14:47 PM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	04/08/2008 05:14:40 PM	DRose150	Status = Closed, Resolution Code = Full, State = Open.
Yanked	04/08/2008 04:59:20 PM	DRose150	Case grabbed from JHansen150 to DRose150's default WipBin.
Chg Status	04/08/2008 04:59:20 PM	DRose150	Action Region
Rule Action	04/07/2008 07:43:20 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	04/07/2008 07:43:01 AM	JHansen150	Log notes.
Notes	03/31/2008 10:53:16 AM	BHolt	Log notes.
Notes	03/31/2008 10:50:35 AM	BHolt	Log notes.
Notes	03/31/2008 10:50:22 AM	BHolt	Log notes.
Rule Action	03/27/2008 01:12:47 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/27/2008 01:12:42 PM	BMcMillan	Log notes.
Rule Action	03/26/2008 03:12:34 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/26/2008 03:12:17 PM	RFranco1	Log notes.
Rule Action	03/20/2008 07:24:45 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/20/2008 07:24:37 AM	DRose150	Log notes.
Subcase Close	03/18/2008 08:34:39 AM	BHolt	Number = [REDACTED], Status = Action CAC, Resolution Code = Full..
Accept	03/17/2008 09:31:04 AM	JHansen150	from Queue Denver to WIP FCRP.
Chg Status	03/17/2008 09:12:03 AM	BHolt	Case sent to region: Denver
Dispatch	03/17/2008 09:12:02 AM	BHolt	Action Region.
Notes	03/17/2008 09:11:43 AM	BHolt	Log notes.
Modify	03/17/2008 09:11:43 AM	BHolt	into WIP default and Status of Action CAC.
Notes	03/17/2008 09:09:56 AM	BHolt	Log notes.
Modify	03/17/2008 09:09:56 AM	BHolt	into WIP default and Status of Action CAC.
Rule Action	03/17/2008 08:54:58 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/17/2008 08:54:52 AM	RPerez	Log notes.
Notes	03/17/2008 07:14:39 AM	BHolt	Log notes.
Rule Action	03/14/2008 04:15:34 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/14/2008 04:15:23 PM	LMartinez	Log notes.
Notes	03/14/2008 01:27:14 PM	BHolt	Log notes.
Modify	03/14/2008 01:27:14 PM	BHolt	into WIP default and Status of Action CAC.
Subcase Close	03/14/2008 12:10:07 PM	JCabrera	Number = [REDACTED], Status = Action CAC, Resolution Code = Full..
Modify	03/14/2008 08:09:08 AM	BHolt	into WIP default and Status of Action CAC.
Admin Subcase	03/14/2008 08:08:51 AM	BHolt	Number = [REDACTED] Created in WIP default with due date 03/14/2008 06:00:00 PM..
Set Originato	03/14/2008 08:07:44 AM	BHolt	Set Originator: by BHolt
Yanked	03/14/2008 08:07:28 AM	BHolt	Case grabbed from JCabrera to BHolt's default WipBin.
Chg Status	03/14/2008 08:07:28 AM	BHolt	Case yanked
Admin Subcase	03/14/2008 07:25:05 AM	JCabrera	Number = [REDACTED] Created in WIP default with due date 03/14/2008 06:00:00 PM..
Modify	03/14/2008 07:24:16 AM	JCabrera	into WIP default and Status of Action CAC.
Set Originato	03/14/2008 07:24:14 AM	JCabrera	Set Originator: by JCabrera
Accept	03/14/2008 07:23:54 AM	JCabrera	from Queue Toyota Resolution Queue to WIP default.
Dispatch	03/13/2008 10:58:28 AM	KNg1	from WIP default to Queue Toyota Resolution Queue.
Modify	03/13/2008 10:58:23 AM	KNg1	into WIP default and Status of Action CAC.
Modify	03/13/2008 10:57:19 AM	KNg1	into WIP default and Status of Action CAC.
Notes	03/13/2008 10:47:20 AM	KNg1	Log notes.
Notes	03/13/2008 10:44:50 AM	KNg1	Log notes.
Modify	03/13/2008 10:43:09 AM	KNg1	into WIP default and Status of Action CAC.
Phone Log	03/13/2008 10:43:09 AM	KNg1	Start = 03/13/2008 10:31:10 AM, End = 03/13/2008 10:43:09 AM, Contact = [REDACTED]
Create	03/13/2008 10:31:10 AM	KNg1	Contact = [REDACTED] Priority = Customer, Status = Action CAC.



Troy Higa/TMS/Toyota
05/13/2008 02:45 PM

To [REDACTED]
cc
bcc

Subject 07 Camry Hybrid

Mr. [REDACTED]

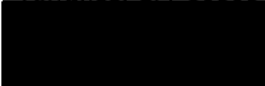
Please find a copy of our letter that was mailed to you on April 30, 2008, attached for your reference.

Thank you.



Scan054, May 13, 2008.pdf

Troy H. Higa
Toyota Motor Sales, U.S.A., Inc.
19001 S Western Ave., HQ11
Torrance, CA 90505



TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

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

April 30, 2008

[REDACTED]
WELLINGTON NV [REDACTED]

Re: Date of Loss: February 22, 2008
Vehicle: 2007 Toyota Camry Hybrid
VIN: JTNBB46K173 [REDACTED]

Dear Mr. [REDACTED]

This letter is in response to your communication with our Customer Experience Center. As you are aware, Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.

It is our understanding that while you were driving on the freeway at approximately 20 miles per hour, you attempted to slow for traffic, but the brakes did not stop your vehicle, and you struck the vehicle ahead of you in traffic. The inspection of your vehicle was conducted due to your allegation of brake failure.

The brake master cylinder was inspected and found to be filled with fluid to the proper level. The brake system was checked for leaks and none were found. The brake components were checked for loose, missing, damaged, defective or incorrectly installed parts and all components were found to be in order at the time of inspection. All brake pads and shoes were found to be above minimum specifications.

It appears that you were able to brake prior to the impact with the other vehicle given the condition of the hood of the vehicle, which was "tented," and the bumper which was not impacted, both indicating an underride type of collision, which occurs with the downward motion of the vehicle when the brakes are applied prior to impact.

We are very sorry to learn of this unfortunate incident, however, from our inspection of your vehicle, no problems were found with the brake system of your vehicle and it was within manufacturer's specifications.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

[REDACTED]
Troy H. Higa
Claims Administrator
Legal Department



Toyota Motor Sales, U.S.A., Inc.
Denver Region
9676 Maroon Circle
Englewood, CO 80112
(303) 799-6776
(303) 799-7504 Fax

April 9, 2008

██████████
Wellington, NV ██████████

RE: Vehicle: 2007 Toyota Camry Hybrid
VIN: JTNBB46K173 ██████████
Date of Loss: 02/22/08

Dear Mr. ██████████

We write in response to your inquiries to our national Customer Experience Center in regard to the above-referenced incident.

As you may know, on 03/24/08, a Toyota representative performed a technical inspection of your vehicle at B & E Auto Auction. The results of this inspection have been forwarded today to our Legal Department at Toyota's national headquarters.

We appreciate the opportunity to address your concerns. We understand you have requested a response from our Legal Department.

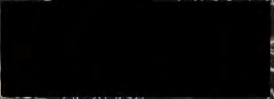
If you have any other concerns that have not been addressed you are welcome to direct your inquiries to our Customer Experience Center at phone number (800) 331-4331 and refer to your CEC case #200803130543.

Sincerely,

Denice M. Rose
Regional Arbitration Administrator

dr

MFD. BY: TOYOTA MOTOR CORPORATION 10/06
GVWR 4655LB GAWR FR 2668LB RR 2359LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
JTNBB46K173
PASS CAR



C/TR: 1D4/FA13
A/TM: -01A/P311

MADE IN JAPAN

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TOYOTA
PARTS

ARS

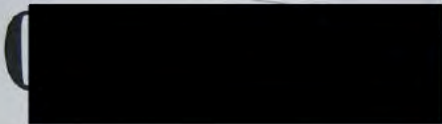








107



Farmers Insurance - Las Vegas

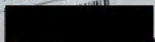
2007

TOYOTA

CAMRY

VIN: JTNBB46K

Loss Type























TOYOTA
PARTS





























USE ONLY DOT3 FLUID FROM A SEALED CONTAINER
WARNING
FILLER GAP BEFORE REMOVING CAP
BRAKE FLUID



USE ONLY DOT3 FLUID FROM A SEALED CONTAINER
WARNING
FILLER GAP BEFORE REMOVING CAP
BRAKE FLUID







EXPLOSIVE GASES
DO NOT TIP
CAUSES SEVERE BURNS
KEEP OUT OF REACH OF CHILDREN

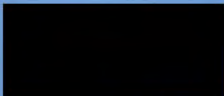
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EXPLOSIVE GAZES
NE PAS INCLINER
PROVOQUE DE GRAVES BRULURES
À L'ÉLOIGNER DES ENFANTS

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Panasonic
SAFETY





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**RETURN
FOR
SERVICE**

**CARSON CITY TOYOTA
3659 S. CARSON STREET
CARSON CITY, NV 89701
775-882-8211**

**THANK YOU FOR
YOUR BUSINESS**

DATE:

05/04/08

MILEAGE:

57092





















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TOYOTA
GENUINE PARTS

2222





CAMRY



CAMRY

A close-up photograph of a grey carpeted floor mat in a car. The word "CAMRY" is embossed vertically on the mat. A person's hand is pointing to a small, dark, irregular mark on the mat. Below the mat, a black plastic trim piece is visible. In the upper right corner, a white paper with a technical diagram is partially visible.

























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TOYOTA





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SECURITY

PHONE



POWER · VOLUME





GENUINE PARTS

POWER - VOLUME

TUNE - FILE



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PLUS
AUDIO CTRL



TYPE-FOLDER

SEEK-TRACK

SCAN

TEXT



DISC - AUX

AM - SAT

FM 1

FM 2

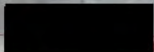
TOYOTA
GENUINE PARTS





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NOTES

KEYS

(\$ COST MONEY \$)



TRIP & MORE
ASSURANCE





JTNBB46K173

187

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2008-09-45415

Case Report - 200808070460**Customer/Caller Summary:**

Customer Name/Address:

Apartment 103
Virginia Beach, VA

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; FCRP; Brake System; Performance
Case Type: Accident
Contact Method: Phone
Cust Attitude: Concerned
Coding Type: Complaint
Category: Product
Problem Area: FCRP
Component: Brake System
Condition: Performance
VIN: 4T1BB46K28U
Dofu: 11/19/2007
Current Miles: 11800
Incident Miles: 11800
Model Year: 2008
Model Name: Camry Hybrid
Region: CAT
District: E
Dealer 1: Checkered Flag Toyota, 45009
Selling Dealer: Allen Toyota, 23052

Case History:

Caller Seeks: To have complaint logged and veh properly fixed.
CAC Stated: See case notes.

***** PHONE LOG 08/07/2008 10:12:37 AM SMitchell**

Caller states: brake system has failed on veh 3 times on veh so far. Cllr sts VSC and ABS lights keep coming on & just recently brake system failed & he rear ended someone. Cllr sts had 3 prior repairs to correct brake system (all listed in KM - 0T66665, 0168978, 0174282,). Customer sts no one injured in accident and no damage to other veh. Cllr sts his quarter panel is damaged and rail light has popped out. Cllr sts wants veh properly fixed.

***** NOTES 08/07/2008 10:12:38 AM SMitchell**

Cllr is no longer living by svc dlr. Cllr has recently moved to VA from TX and has chosen another svc dlr.

***** SUBCASE 200808070460-1 CREATED 08/08/2008 08:54:32 AM JGetz******* PHONE LOG 08/08/2008 02:44:42 PM JGetz Action Type: Outgoing call**

===FCRP===

Cllr sts was backing out of parking spot, he hit the brakes b/c truck behind him. He advised his VSC lights and ABS lights came on. He advised this is the 3rd time this has happened. He advised was driving 5 mph. Seat belt on. He is blaming the brakes and wants a new vehicle. He advised does not feel comfortable driving the vehicle. The cllr advised has not contacted his insurance company b/c he blames the brakes causing the accident and wants Toyota to replace the vehicle. Ncr advised the cllr he will receive follow up within 3 b/d, inspection within 30 days, and results within 30 days after inspection. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.

***** SUBCASE 200808070460-1 CLOSED 08/08/2008 02:44:55 PM JGetz******* NOTES 08/11/2008 05:58:18 AM LBezalik800**

Sent info to FTS. Awaiting date for inspection.

*** NOTES 08/11/2008 06:40:30 AM LBezelik800

Rgn attempted to contact cus. # provided not working. Dlr to call and advise inspe to be done 8/28.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	08/11/2008 06:40:38 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/11/2008 06:40:30 AM	LBezelik800	Log notes.
Rule Action	08/11/2008 05:58:23 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/11/2008 05:58:18 AM	LBezelik800	Log notes.
Accept	08/11/2008 05:57:56 AM	LBezelik800	from Queue CAT to WIP FCR's.
Subcase Close	08/08/2008 02:44:55 PM	JGetz	Number = 200808070460-1, Status = Action CAC, Resolution Code = Full..
Chg Status	08/08/2008 02:44:45 PM	JGetz	Case sent to region: CAT
Modify	08/08/2008 02:44:44 PM	JGetz	into WIP default and Status of Action CAC.
Dispatch	08/08/2008 02:44:44 PM	JGetz	Action Region.
Phone Log	08/08/2008 02:44:42 PM	JGetz	Start = 08/08/2008 02:44:06 PM, End = 08/08/2008 02:44:42 PM, Contact = [REDACTED]
Modify	08/08/2008 08:54:38 AM	JGetz	into WIP default and Status of Action CAC.
Admin Subcase	08/08/2008 08:54:32 AM	JGetz	Number = 200808070460-1, Created in WIP default with due date 08/08/2008 08:54:28 PM..
Set Originato	08/08/2008 08:52:53 AM	JGetz	Set Originator: by JGetz
Accept	08/08/2008 08:51:17 AM	JGetz	from Queue Toyota Resolution Queue to WIP default.
Dispatch	08/07/2008 10:13:55 AM	SMitchell	from WIP default to Queue Toyota Resolution Queue.
Modify	08/07/2008 10:13:32 AM	SMitchell	into WIP default and Status of Action CAC.
Chg Status	08/07/2008 10:13:14 AM	SMitchell	Case yanked
Yanked	08/07/2008 10:13:13 AM	SMitchell	Case grabbed from SMitchell to SMitchell's default WipBin.
Dispatch	08/07/2008 10:12:51 AM	SMitchell	from WIP default to Queue Toyota Resolution Queue.
Modify	08/07/2008 10:12:37 AM	SMitchell	into WIP default and Status of Action CAC.
Phone Log	08/07/2008 10:12:37 AM	SMitchell	Start = 08/07/2008 09:58:00 AM, End = 08/07/2008 10:12:37 AM, Contact = [REDACTED]
Notes	08/07/2008 10:12:37 AM	SMitchell	Log notes.
Modify	08/07/2008 10:11:34 AM	SMitchell	into WIP default and Status of Action CAC.
Create	08/07/2008 09:58:00 AM	SMitchell	Contact = [REDACTED] Priority = Customer, Status = Action CAC.

TOYOTA

Carole A. Hargrave
Claims Manager

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

(310) 468-5027
(310) 381-6317 Fax
carole_hargrave@toyota.com

September 8, 2008

VIA US MAIL

[REDACTED]
Virginia Beach, VA [REDACTED]

RE: Date of Loss: August 7, 2008
 Vehicle: 2008 Toyota Camry
 VIN #: 4T1BB46K28U [REDACTED]

Dear Mr. [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 were backing out of a parking spot when you applied your brakes but they did not work causing you to back into another vehicle.

One of our field technicians inspected your vehicle in regards to your concerns. The vehicle was operating as designed during our inspection. However it was learned that the technician at Checkered Flag Toyota inspected and repaired the brake issue on your vehicle prior to our inspection. The Checkered Flag technician found that previous repairs had been made. The Brake Actuator had not been properly installed from the previous repair which was the cause of this incident.

We are very sorry about this most unfortunate incident however based on our inspection and information it has been determined that it was not a result of any type of manufacturing defect but was caused by prior improper repair. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

CENTRAL ATLANTIC TOYOTA
TOYOTA CUSTOMER SERVICE OPERATIONS DEPARTMENT
DEALER CONTACT REPORT

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

<p><u>CONTACT SUMMARY</u> Date of Contact: 8/28/2008 Date of Last Contact: N/A Dealership Name: Checkered Flag Toyota Dealership Code: 45009 Person(s) Contacted & Title(s): Adam Graham, Svc Dir, Stan Wise, Shop Foreman, Christopher Cox, Expert Technician</p>	<p><u>ROUTING</u> ___ President ___ V.P. S & P ___ S & P Field Ops Mgr ___ Tech Serv Mgr ___ Warranty Mgr. ___ DSPM</p>
--	--

REASON FOR CONTACT:
 Customer: [REDACTED] Virginia Beach, VA [REDACTED]
 2008 Camry HV VIN 4T1BB46K28U [REDACTED] 12347 miles
 Customer states his vehicle impacted another vehicle due to brake failure while he was backing out of a parking space.

CONTACT SUMMARY:
 Customer presented vehicle for inspection 8/28/2008 at Checkered Flag Toyota. Damage was noted to Left tail lamp, Left rear quarter panel, luggage compartment decklid and the rear bumper cover. No deployment of SRS Airbags or seatbelt pretensioners noted or expected base upon vehicle's current condition. FTS noted customer has a second floor mat on top of the factory floor mat for the driver's position. Photographs of the vehicle's interior and exterior were taken for documentation.
 Note: the spare tire was installed in the left rear position. Customer states this is due to an unrelated road hazard induced tire failure. Customer states the vehicle has had multiple repairs on the Braking System at a Toyota Dealer while he was a resident of Texas prior to this incident. Customer states the vehicle was repaired at Checkered Flag Toyota after the incident. Customer states he has been driving the vehicle since this repair with no abnormal operation of the braking system. Customer stated the Hybrid warning light was on in his vehicle, but is not presently on. FTS confirmed no warning lights illuminated at this time. FTS connected a Techstream Scantool and found codes stored for the HV System (Code P3107 Communication with Airbag System Control) and SRS systems (Codes B1612 Communication for Right Front Airbag Sensor and B1617 Communication for Left Front Airbag Sensor in History). These codes were cleared and did not reset during a 10 mile road test.
 FTS interviewed Toyota Expert Technician Chris Cox. This technician performed the repair to this vehicle after the stated incident occurred. Technician stated that he noted abnormal brake operation while driving the vehicle. Technician stated (according to his notes on the repair order) he connected a Techstream scantool to the vehicle and found multiple Chassis codes. Technician stated Freeze Frame Data was only available for Code C1352 (Front Increasing Pressure Solenoid Right Hand Malfunction). Technician stated he proceeded to diagnose the vehicle per the Repair Manual. Technician stated during a visual inspection he noted that connector A72 for the Brake Actuator was not fully seated and that he found a bent pin (#44) at this connection. Technician stated that this bent pin prevented the connector from fully seating onto the Brake Actuator. Technician stated he straightened this pin, reconnected the connector and retested the circuit with positive results during a road test. Technician stated he noted that the Brake actuator appeared to be newer than other components in the engine compartment.
 FTS road tested vehicle for 10 miles in city driving with several stopping events at various speeds. No abnormalities with the braking system were noted. The braking system is operating properly at this time.
 FTS did not inspect vehicle prior to last repair. No photographs were taken of the bent pin by the technician or Checkered Flag Toyota.
 FTS concludes (based on Technician Chris Cox's statement) that poor workmanship from the previous repair (specifically the failure to properly install connector A72 to the Brake Actuator) is the cause of this incident.

<p><u>TECHNICAL DISTRICT MANAGER:</u> Dan Cudney</p>	<p><u>DATE:</u> 9/5/2008</p>
--	--

Y: TOYOTA MOTOR MANUFACTURING
KENTUCKY, INC. 10/07

655LB GAWR FR 2668LB RR 23

VEHICLE CONFORMS TO ALL APP

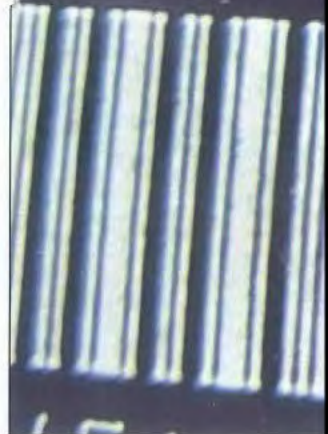
MOTOR VEHICLE SAFETY BUM

PREVENTION STANDARDS IN EFF

E OF MANUFACTURE SHOWN AB

4T1BB46K28U

P



DRIVER

DOOR OPEN



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miles

08.28.2008



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08.28.2008



08.28.2008



08.28.2008

Note:

- Left Rear Tire/Wheel is not installed on vehicle due to unrelated road hazard damage to tire.



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



CAMRY

08.28.2008

A close-up photograph of a dark-colored car's hood and rear light assembly. The hood is covered in water droplets. A chrome badge with the letters 'CAM' is mounted on the hood. Below the hood, a red taillight assembly is visible, also with water droplets on its surface. The background is out of focus, showing a light-colored building and a blue sky.

CAM

08.28.2008





08.28.2008









08.28.2008





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08.28.2008



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1917

08.28.2008





08.28.2008



08.28.2008



08.28.2008



G
miles

140
100
160
180
120
200
220
140

F
E



PUSH
ODO/TRIP



ABS



CHECK

08.28.2008



08.28.2008

S FOR COMIN



08.28.2008

Service
Rental
Assistance



08.28.2008



08.28.2008







08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008



08.28.2008





08.28.2008





▲ CAUTION ATTENTION

08.28.2008



08.28.2008

44510-30270

TOYOTA

1RE262-180



F

08.28.2008

131424

08.28.2008

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2008-09-45429

Case Report - 200807250690

Customer/Caller Summary:

Customer Name/Address:

Los Angeles, CA

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; Abnormal Condition; Brake System; Other-Please Specify
 Case Type: Accident
 Contact Method: Phone
 Cust Attitude: Concerned
 Coding Type: Complaint
 Category: Product
 Problem Area: Abnormal Condition
 Component: Brake System
 Condition: Other-Please Specify
 VIN: 4T1BB46K88U
 Dofu: 09/30/2007
 Current Miles: 12500
 Incident Miles: 12500
 Model Year: 2008
 Model Name: Camry Hybrid
 Region: Los Angeles
 District: 04
 Dealer 1: Toyota Of Glendale, 04649
 Selling Dealer: Toyota Of Glendale, 04649

< 35 mph
5 ↓
Slow speeds
4 wheels locked-up
Pumped pedal twice
Did not press pedal
Tuned off car & pumped pedal & MTC came after
1 hit

Case History:

Caller Seeks: veh inspected, cost of repairs covered by toy, and a new veh if repairs are unsatisfactory
 CAC Stated: SEE NOTES

Tire light came ON
Undercover Right Side

*** PHONE LOG 07/25/2008 11:59:02 AM SGallegos

Accident

Prev case# 200807240133

INCOMING CALL FROM DLR

Mr. Carlos Pena SM & Mariela Cervantes CRM call to adv toy hq cust was involved in a accident. Carlos & FTS declined to diag veh since it was involved in a accident and cust feels it was caused by the brakes.

NCR apol & adv Carlos case was forward to CRM b/c accident was never mentioned to the prev rep.

NCR spk w/Mr. (husband) & probe for accident details.

Maria Mata registered owner...

*** NOTES 07/25/2008 12:05:33 PM SGallegos

...Driver was passenger (husband). Incident occurred on 07/20/08. Veh is located at Toy of Glendale. No repairs have begun. Sks to have veh inspected by a FTS and be present during the inspection. Depending on the out come of the inspection cust will determine what specifically he is seeking. But meanwhile cust sks a rental veh. No injuries. Was driving in the 5 freeway at low speed when the brakes got stuck and looked the tires causing veh...

*** NOTES 07/25/2008 12:06:47 PM SGallegos

to make a sudden stop. Creating impact underneath the veh. Brake system failed. Veh damaged is underneath the car. NO prev cases. NCR apol & adv cust will forward concern to a Case Mgr who will contact cust within 1 b/d.

CRM Mariela sts cust sks a rental veh asap. NCR apol & adv CRM cust needs to spk w/Case Mgr for possible rental assist. NCR adv he can get his own rental veh.

*** NOTES 07/25/2008 12:07:12 PM SGallegos

...& adv Case Mgr for possible assist for rental.

*** SUBCASE 200807250690-1 CREATED 07/28/2008 08:01:17 AM MDosSantos

*** NOTES 07/28/2008 12:52:23 PM LCarrillo

== SPANISH CALL ==

ncr rcv'd acll from Mr. [REDACTED] sts would like to speak to someone about getting loaner veh. ncr apol & adv case manager unavailable (per IM). ncr adv per case manager, cust can expect a call back today. cust understood.

*** PHONE LOG 07/28/2008 03:55:46 PM MDosSantos Action Type: Outgoing call

===FCRP===

OUTGOING CALL TO CUST:

ncr called day [REDACTED], SPANISH SPEAKER, ncr spoke to Mr. [REDACTED] Via [REDACTED], Date of Accident 7/20/08 sts all four wheels locked up while on the freeway, sts his wife is the registered owner of the veh, sts wife was driving, caller in passenger seat, sts both wearing, no injuries, sts veh was traveling uphill and sts they were going slow, cllr unable to recall speed and can give no estimate, sts all four wheels locked up and sts then turned Hazard lights on. sts after turning hazard lights on they turned veh off then after a few minutes they turned the veh back on and 3 lights came on sts master warning light, tire light on, and a change light (unable to describe), sts unable to verify warning lights on prior to brakes locking up sts body panel behind wheel hanging (customer has difficulty explaining component), cllr seeks repairs on veh covered by toyota or a new veh. sts no one has performed any repairs to the veh.

LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS

NCR adv once case is dispatched to region, response from region w/in 3 b/d, inspect w/in 30 b/d, then results w/in 30 days from inspect (62 days total)

*** SUBCASE 200807250690-1 CLOSED 07/28/2008 03:56:13 PM MDosSantos

*** NOTES 07/29/2008 10:25:08 AM LCornell110
Forward case to FTS, B. Aceto

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	07/29/2008 10:25:08 AM	LCornell110	Log notes.
Chg Status	07/29/2008 10:24:32 AM	LCornell110	Action Region
Yanked	07/29/2008 10:24:31 AM	LCornell110	Case grabbed from MDosSantos to LCornell110's default WipBin.
Subcase Close	07/28/2008 03:56:13 PM	MDosSantos	Number = 200807250690-1, Status = Action CAC, Resolution Code = Full..
Dispatch	07/28/2008 03:56:00 PM	MDosSantos	Action Region.
Chg Status	07/28/2008 03:56:00 PM	MDosSantos	Case sent to region: Los Angeles
Phone Log	07/28/2008 03:55:46 PM	MDosSantos	Start = 07/28/2008 02:59:24 PM, End = 07/28/2008 03:55:46 PM, Contact = [REDACTED]
Modify	07/28/2008 03:54:58 PM	MDosSantos	into WIP default and Status of Action CAC.
Rule Action	07/28/2008 12:52:31 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	07/28/2008 12:52:23 PM	LCarrillo	Log notes.
Admin Subcase	07/28/2008 08:01:17 AM	MDosSantos	Number = 200807250690-1, Created in WIP default with due date 07/28/2008 06:00:00 PM..
Modify	07/28/2008 08:00:31 AM	MDosSantos	into WIP default and Status of Action CAC.
Set Originato	07/28/2008 08:00:25 AM	MDosSantos	Set Originator: by MDosSantos
Accept	07/28/2008 07:57:09 AM	MDosSantos	from Queue Toyota Resolution Queue to WIP default.
Dispatch	07/25/2008 12:07:43 PM	SGallegos	from WIP default to Queue Toyota Resolution Queue.
Modify	07/25/2008 12:07:33 PM	SGallegos	into WIP default and Status of Action CAC.
Notes	07/25/2008 12:07:12 PM	SGallegos	Log notes.
Notes	07/25/2008 12:06:47 PM	SGallegos	Log notes.
Notes	07/25/2008 12:05:33 PM	SGallegos	Log notes.
Phone Log	07/25/2008 11:59:02 AM	SGallegos	Start = 07/25/2008 11:40:46 AM, End = 07/25/2008 11:59:02 AM, Contact = [REDACTED]
Modify	07/25/2008 11:59:01 AM	SGallegos	into WIP default and Status of Action CAC.
Modify	07/25/2008 11:59:01 AM	SGallegos	into WIP default and Status of Action CAC.
Create	07/25/2008 11:40:46 AM	SGallegos	Contact = Maria Mata, Priority = Customer, Status = Action CAC.

TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

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

September 10, 2008

[REDACTED]
LOS ANGELES CA [REDACTED]

Re: Date of Loss: July 20, 2008
Vehicle: 20089 Toyota Camry Hybrid
VIN: 4T1BB46K88U [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your communication with our Customer Experience Center. Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.

It is our understanding that while you were driving at a slow speed on the freeway, you said that the brakes suddenly locked up which caused the vehicle to come to a sudden stop. The inspection of your vehicle was conducted due to your allegation of brake failure.

The brake master cylinder was inspected and found to be full of fluid and operating properly. The brake system was checked for leaks and none were found. The brake components were checked for loose, missing, damaged, defective or incorrectly installed parts and all components were found to be in order at the time of inspection. All brake pads and shoes were found to be above minimum specifications. Additionally, an extensive road test was performed, and no problems with the brakes were discovered.

We are very sorry to learn of this unfortunate incident, however, our inspection of your vehicle found no evidence of any defect or malfunction, and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,
[REDACTED]

Troy W. Higa
Claims Administrator

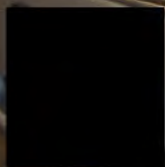




797

8

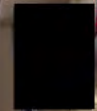
HYBRID







RESPIRATORY
MASK
MUST BE
WORN
IN THIS AREA





CLEAN

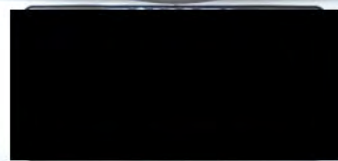
8

FIRST AID

KEEP THIS AREA CLEANED

CAMRY

THE SUPPORTER



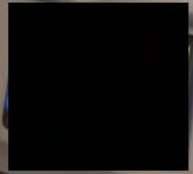
SEE OWNER'S MANUAL FOR DETAILS



**KEEP
THIS AREA
CLEANED**

8

FIRST AIR















L/R















Cap of the coolant reservoir, featuring a yellow warning symbol.

FULL

LOW

Orange protective sleeves on the hoses in the foreground.

ON
VEHICULE

ERE: 3

00lbs.
900lbs.

MANUAL
ON
GUIDE
E POUR
LES
NTS

3H

42661-06650

MFD. BY: TOYOTA MOTOR MANUFACTURING
KENTUCKY, INC. 08/07

GVWR 4655LB GAWR FR 2668LB RR 2359LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
PASS. CAR

4T1BB46K88U



C/TR: 1F7/LA13 AHV40L-CEXGBA
A/TM: -01A/P311

55832



RESPIRATORY
MASK
MUST BE
WORN
IN THIS AREA

HYBRID

8









**KEEP
THIS AREA
CLEANED**











CAMRY



DAILY MOISTURIZING HAND CREAM

Deliver instant moisture for soft, supple hands. Daily, massage gently onto hands, rested under dermatological supervision.

CREME QUOTIDIENNE HYDRATANTE SOIN DES MAINS

Hydrate immédiatement vos mains tout en travaillant, jonglant et dormant. À appliquer quotidiennement en massage. Tester sous contrôle dermatologique.

HIDRATACIÓN LOTIFMANA

CREMA PARA MANOS
Hidrata inmediatamente sus manos durante el trabajo, jugando y durmiendo. Aplicar diariamente masajeando suavemente. Probar bajo control dermatológico.

A barcode is located on the side of the tube. Below it, there is a small rectangular label with text in multiple languages, including English, French, and Spanish, providing product details and usage instructions.

5002N
1002
1002
1002
1002



PRESORTE
FIRST CLASS









△注意 NOTICE
 指定のヒューズは必ず使用してください。
 -USE THE DESIGNATED FUSES ONLY.
 -UTILISER SEULEMENT LES FUSIBLES DESIGNES.

- | | | | |
|-------------------------------|------------|-------------------------------|-------------|
| <input type="checkbox"/> 7.5A | PANEL | <input type="checkbox"/> 10A | MTR HTR |
| <input type="checkbox"/> 15A | TAIL | <input type="checkbox"/> 7.5A | RADIO NO. 2 |
| <input type="checkbox"/> 30A | S/RDORF | <input type="checkbox"/> 20A | PWR OUTLET |
| <input type="checkbox"/> 25A | DOOR NO. 2 | <input type="checkbox"/> 20A | CTG |
| <input type="checkbox"/> 25A | PWR | <input type="checkbox"/> 7.5A | ECU-ACC |
| <input type="checkbox"/> 7.5A | A/C | <input type="checkbox"/> 7.5A | GAUGE NO. 2 |
| <input type="checkbox"/> 7.5A | AKT | <input type="checkbox"/> 10A | TON |
| <input type="checkbox"/> 30A | Y1&Y2 | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 10A | STOR | <input type="checkbox"/> 10A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |
| <input type="checkbox"/> 7.5A | SW | <input type="checkbox"/> 18A | FR |



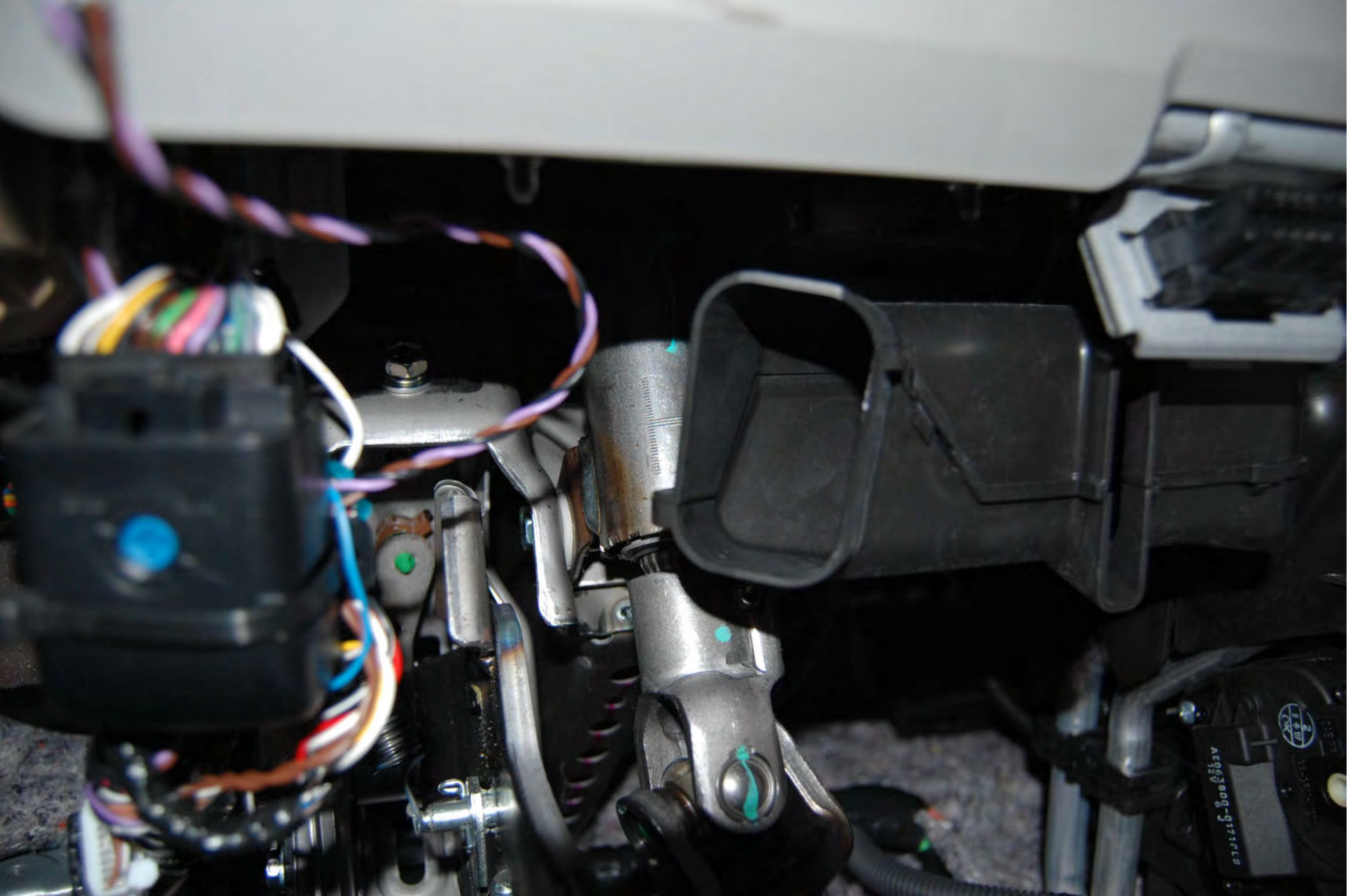
AIR NOTICE

REPAIR TO THIS VEHICLE MUST BE IN ACCORDANCE WITH THE REPAIR MANUAL FOR THIS MODEL.

ALL WIRING EQUIPMENT USES POSITIVE TERMINALS.

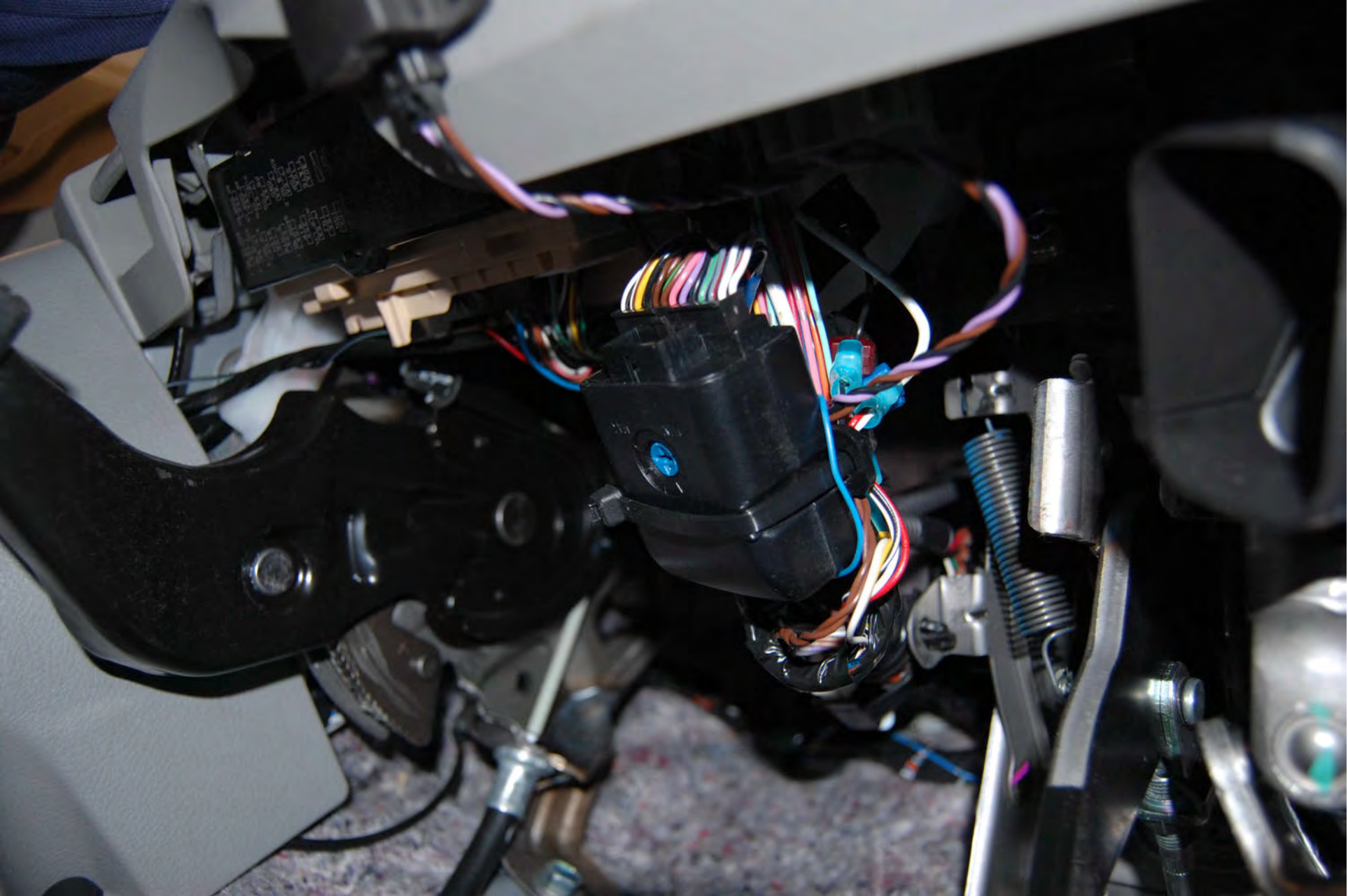
- | | |
|---|--|
| <input type="checkbox"/> 7.5A PANEL | <input type="checkbox"/> 10A MTR HTR |
| <input type="checkbox"/> 15A TAIL | <input type="checkbox"/> 7.5A RADIO NO. 2 |
| <input type="checkbox"/> 30A S/ROOF | <input type="checkbox"/> 20A PWR OUTLET |
| <input type="checkbox"/> 25A DOOR NO. 2 | <input type="checkbox"/> 20A CIG |
| <input type="checkbox"/> 25A PWR | <input type="checkbox"/> 7.5A ECU-A/C |
| <input type="checkbox"/> 7.5A A/C | <input type="checkbox"/> 7.5A GAUGE NO. 2 |
| <input type="checkbox"/> 7.5A AM1 | <input type="checkbox"/> 10A IGN |
| <input type="checkbox"/> 30A TILT | <input type="checkbox"/> 15A INJ |
| <input type="checkbox"/> 10A TILT | <input type="checkbox"/> 7.5A H-LP LVL |
| <input type="checkbox"/> 10A STOP | <input type="checkbox"/> 25A WIP |
| <input type="checkbox"/> 7.5A ECU-B NO. 2 | <input type="checkbox"/> 10A GAUGE NO. 1 |
| <input type="checkbox"/> 7.5A OBD | <input type="checkbox"/> 20A S-HTR |
| <input type="checkbox"/> 15A FR FOG | <input type="checkbox"/> 10A WASH |
| <input type="checkbox"/> 7.5A FUEL OPN | <input type="checkbox"/> 10A A/C NO. 2 |
| <input type="checkbox"/> 25A RR DOOR LH | <input type="checkbox"/> 7.5A ECU IG NO. 2 |
| <input type="checkbox"/> 25A RR DOOR RH | <input type="checkbox"/> 10A ECU IG NO. 1 |





AR000008-0171PLS









CLEANED

FIRST AID

936

CAUTION
Drive safely and obey traffic rules.
Watching this screen while the vehicle is
in motion can lead to a serious accident.
Make selections only while stopped.
Some map data may be incorrect.
Read safety instructions in Navigation Manual.

English Français Español I Agree

Radio
DUAL AUTO W/OFF FRONT REAR CANCEL A/C



**KEEP
THIS AREA
CLEANED**

FIRST AID

9:36

CAUTION
Drive safely and obey traffic rules.
Watching this screen while the vehicle is
in motion can lead to a serious accident.
Make selections only while stopped.
Some map data may be incorrect.
Read safety instructions in Navigation Manual.

POWER - MIRROR
V-SPEED TRACK
HOME INFO
MENU
DEST

TUNE - FILE
PRE - AM/FM
PRE - DISC/MP3
SCAN
AUDIO
PUSH

60 80
20
LEFT REAR
DOOR OPEN
70 12728



P
R
N
D
B

12V/120W



POWER

DUAL

MP3

AUTO OFF FRONT REAR A/C

P
R
D
B

Water bottle label text

Food packaging text

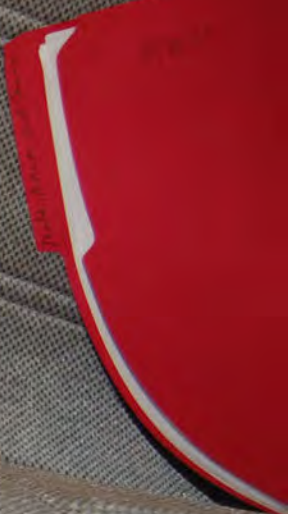


12V/120W

1000mg Vitamin C

Emergen-G
Super Energy
1000mg
Vitamin C
with Natural Flavors

1000mg Vitamin C





797

58

WARNING: Do not use the seat belt if it is damaged or if the vehicle has been involved in a collision. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are pregnant or have a medical condition that may be aggravated by the use of a seat belt. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a child safety seat or booster seat. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt extender or adapter. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt anchor cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt latch cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt buckle cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt strap cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt webbing cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt padding cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt trim cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt label cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt instruction cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt warning cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt reminder cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt pretensioner cover. Always use proper seat belt technique. For more information, see the owner's manual.

WARNING: Do not use the seat belt if you are wearing a seat belt retractor cover. Always use proper seat belt technique. For more information, see the owner's manual.

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WARNING: Do not use the seat belt if you are wearing a seat belt retractor cover. Always use proper seat belt technique. For more information, see the owner's manual.

5888
SIDE AIRBAG







STEVIE, MARGHERITA
POLYESTER, MARRONE
SOTTO L'ETICHETTA
DELLA BOTTIGLIA È
PRESENTE IL LOGO
DELLA COCA-COLA
BOTTIGLIERA
MAGGIORI INFORMAZIONI
SONO DISPONIBILI
SULLO SITO WWW.COCACOLA.IT
AL SEGRETO
DEI
RASSEGNI

ASANI



REFILL
1.5L

























WARNING - AIR BAGS
DO NOT COVER THE AIR BAGS. DO NOT STORE ANYTHING ON OR ABOVE THE AIR BAGS. DO NOT REMOVE OR ALTER THE AIR BAGS. DO NOT REMOVE OR ALTER THE AIR BAGS. DO NOT REMOVE OR ALTER THE AIR BAGS.



**KEEP
THIS AREA
CLEAN**

UTION

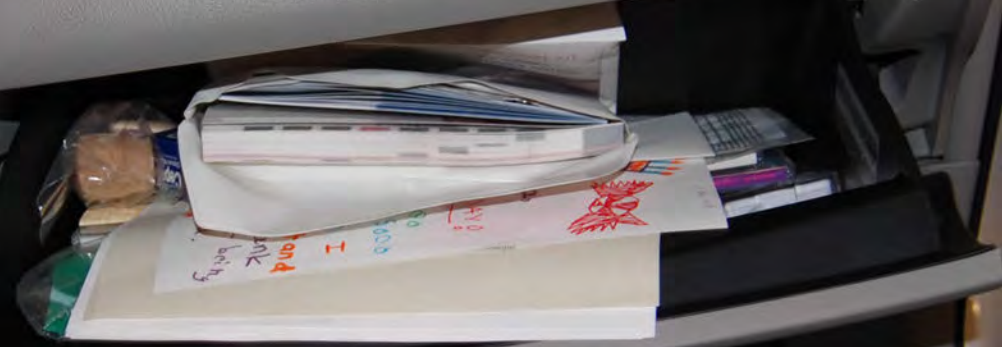
ality and obey traffic rules.
ing this screen while the vehicle is
on can lead to a serious accident.
selections only while stopped.
map data may be incorrect.
safety instructions in Navigation Manual.

Francis Español I Agree

TUNE FILE
FM1 AM-SAT
FM2 DISC-AUX
SCAN
AUDIO
DISP

PASS
SW

A/C





H
C

MPG CONSUMPTION
0
20
40
60
READY
P
R
N
D
B

60 MPH 80
100
120
140
20
40
60
80
100
120
140
km/h
TANK AVG
25 MPG
000 12736 miles

F
E
PUSH ODO/TRIP
CHECK



TANK AVG

25 MPG

ODO 12736 miles



120

140

F

E

PUSH
ODO/TRIP

CHECK





ATTENTION
The sun visor is designed to protect your eyes from the sun's glare. It is not intended to be used as a restraint or to hold any objects. The use of the sun visor as a restraint or to hold any objects is prohibited. The use of the sun visor as a restraint or to hold any objects may result in injury or death. Always use proper restraint techniques. For more information, see the owner's manual.

2008 Camry HV
2A2 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

2008 Camry HV
File Notes
Health Check
Data 1-8/5

System	Current	Pending	History	Permanent	Monitor Status	Calibration	Update?
Engine and ECT	1	1	1	-	Inc	33380000	?
Occupant Detection	0	-	1	-	-	-	-
SRS Airbag	0	-	1	-	-	-	-
Air Conditioner	2	-	0	-	-	-	-
Hybrid Control	0	-	0	-	-	899833303000	?
						898843305100	?
						898843306100	?
Cruise Control	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
EMPS	0	-	0	-	-	-	-
Tire Pressure Monitor	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
Main Body	0	-	0	-	-	-	-
Smart Key	0	-	0	-	-	-	-
Sliding Roof	0	-	0	-	-	-	-

Expand>>

TIS Search

Print

Back

8/5/2008 9:51:30 AM

Updates are ready for your computer X
Click here to install these updates.

HV

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

Henry HV
Notes
Health Check
a 1-8/5

System	<u>Current</u>	<u>Pending</u>	<u>History</u>	<u>Permanent</u>	Moni Stat
Engine and ECT	<u>1</u>	<u>1</u>	<u>1</u>	-	<u>Inc</u>
Occupant Detection	<u>0</u>	-	<u>1</u>	-	-
SRS Airbag	<u>0</u>	-	<u>1</u>	-	-
Air Conditioner	<u>2</u>	-	<u>0</u>	-	-
Hybrid Control	0	-	0	-	-
Cruise Control	0	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-
EMPS	0	-	0	-	-
Tire Pressure Monitor	0	-	0	-	-
Combination Meter	0	-	0	-	-
Main Body	0	-	0	-	-
Smart Key	0	-	0	-	-
Sliding Roof	0	-	0	-	-

2008 Camry HV
2AZ-FXE

Trouble Codes

Data List

Active Test

Monitor

Utility

TIS Search

Pnnt

Close

DTC Monitors are **Incomplete**.

View Monitors

Diagnostic Code:

MIL: **ON**

Code	Description	Current	Pending	History	Permanent	Summary
P1423	Fuel Tank Gross Leak	X	X	X		



Wireless networks detected

One or more wireless networks are in range of this computer.
To see the list and connect, click this message.

2008 Camry HV
2AZ-FXE

Diagnostic Code:

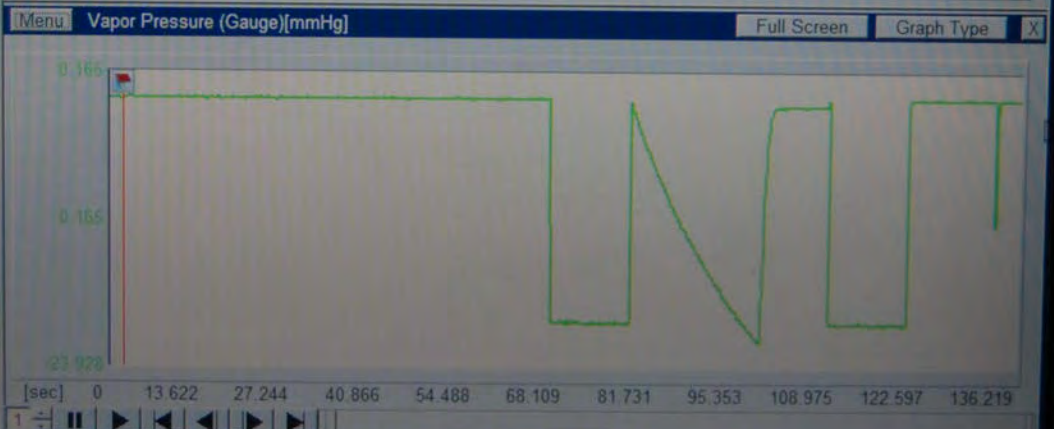
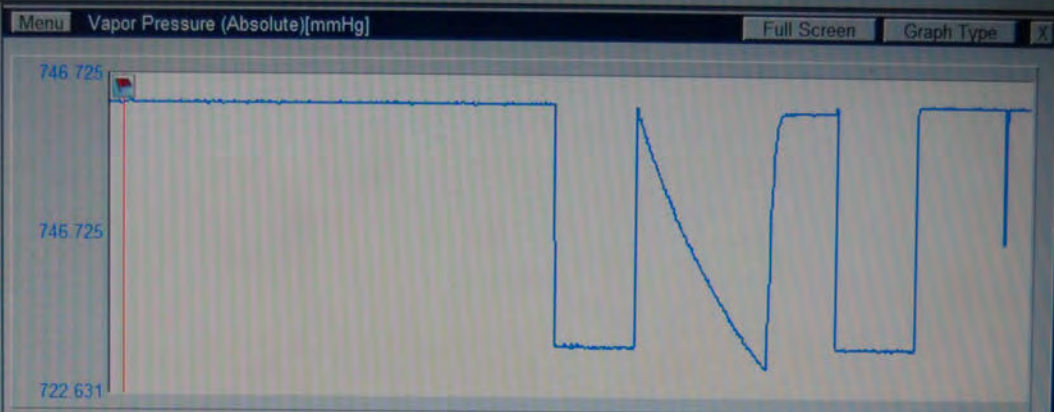
Code	Description	Current	Pending	History	Summary
B1421	Solar Sensor Circuit (Passenger Side)	X			
B1424	Solar Sensor Circuit (Driver Side)	X			

- Trouble Codes
- Data List
- Active Test
- Monitor
- Utility

- TIS Search
- Print
- Close



Parameter	Value	Unit
Vapor Pressure (Absolute)	746.725	mmHg
Vapor Pressure (Gauge)	0.165	mmHg
Tank Pressure	740.660	mmHg(abs)



[sec] 0 13.622 27.244 40.866 54.488 68.109 81.731 95.353 108.975 122.597 136.219

TIS Keyword Hide
 Back Overlap

All Data



ROTARY LIFT

**RESPIRATORY MASK
MUST BE WORN
IN THIS AREA**



ROTARY LIFT

Rotary

MAXIMUM
CAPACITY
10,000 LBS

IN





















L1A



FJ6177
25RD
R/R





















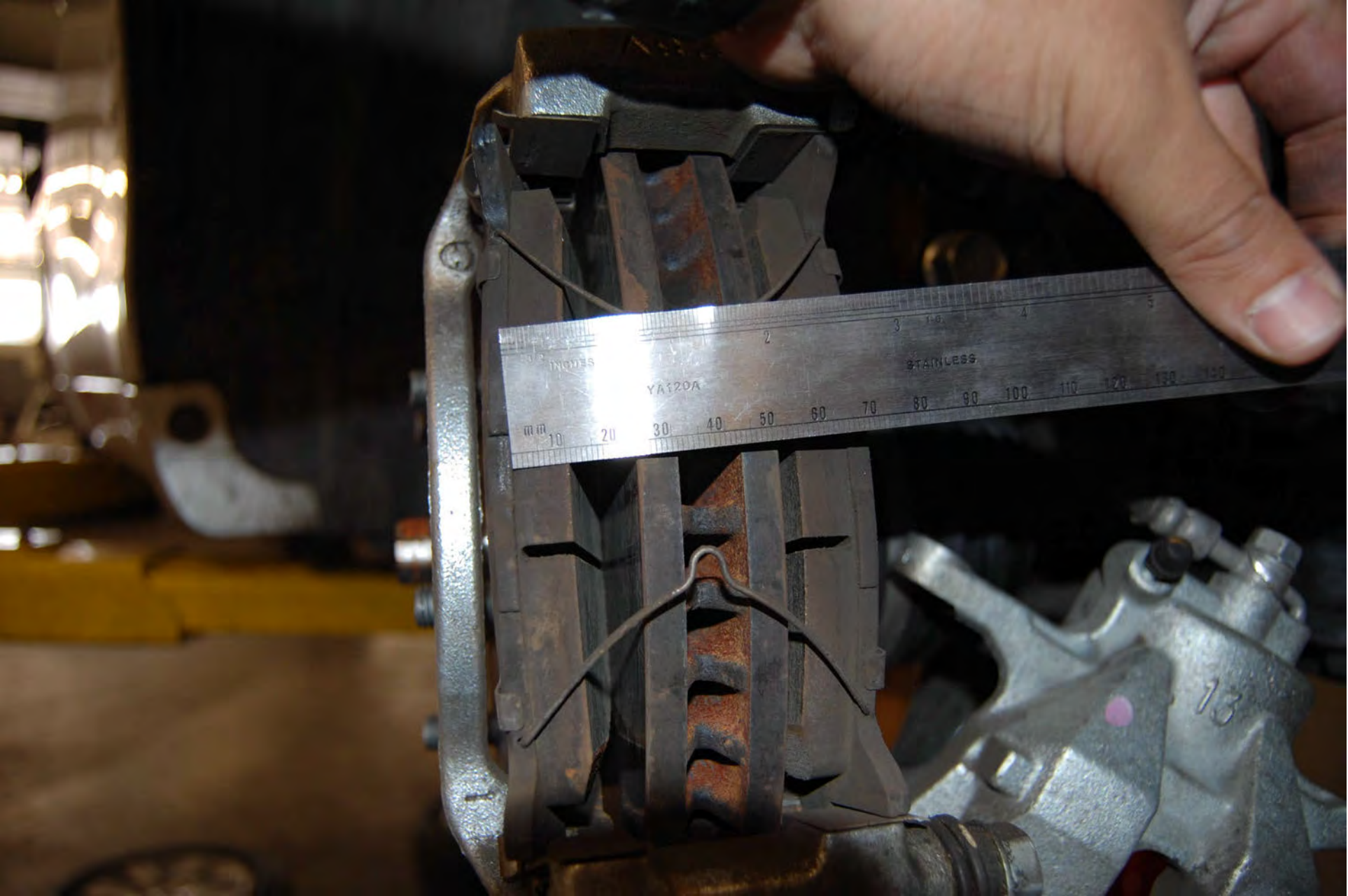


2QR
03-28

ADVANCE
COLUMBIA

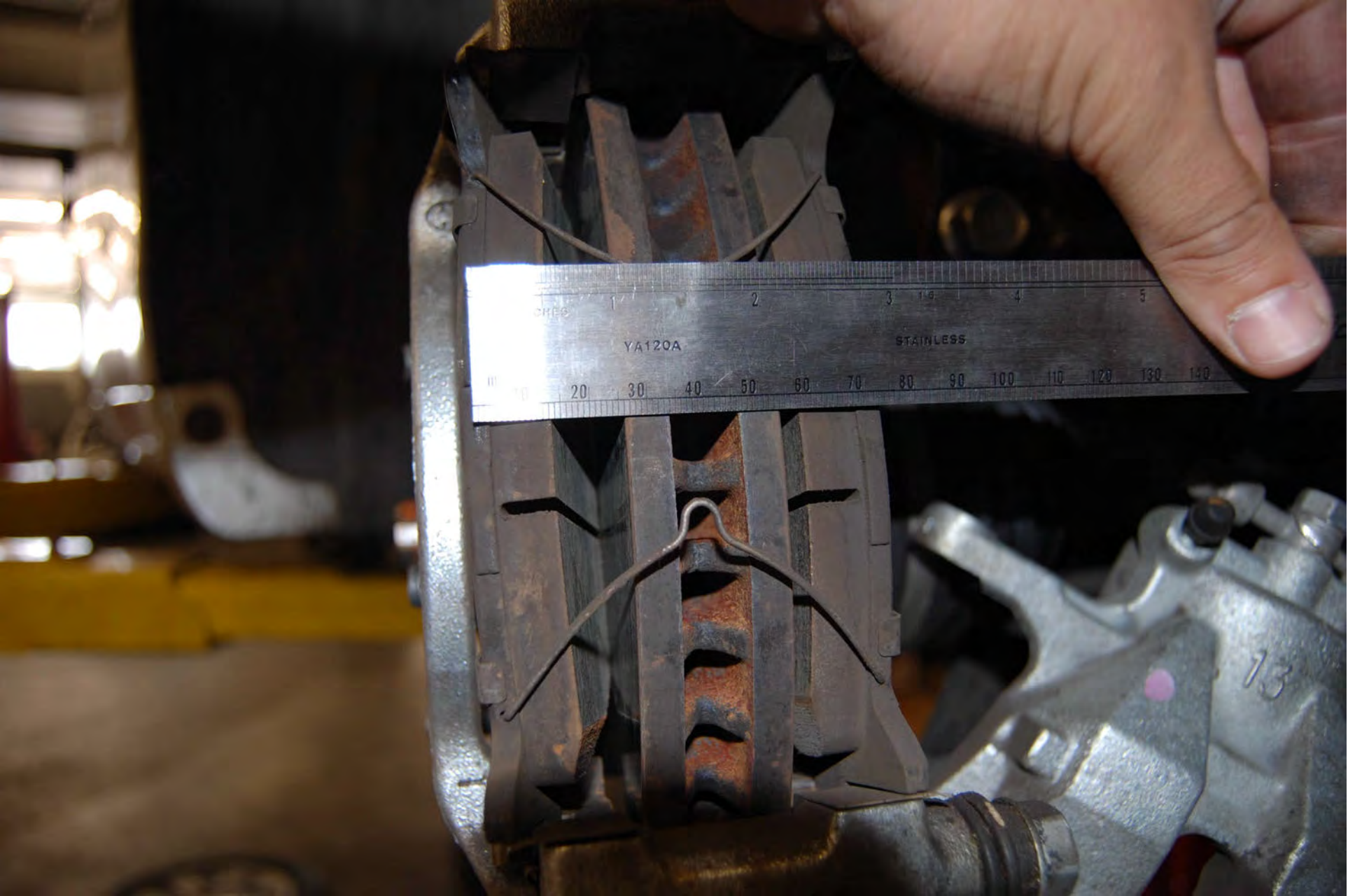
13





INCHES
STAINLESS
YA120A
mm 10 20 30 40 50 60 70 80 90 100 110 120 130 140

73



CHES

YA120A

STAINLESS

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20 30 40 50 60 70 80 90 100 110 120 130 140

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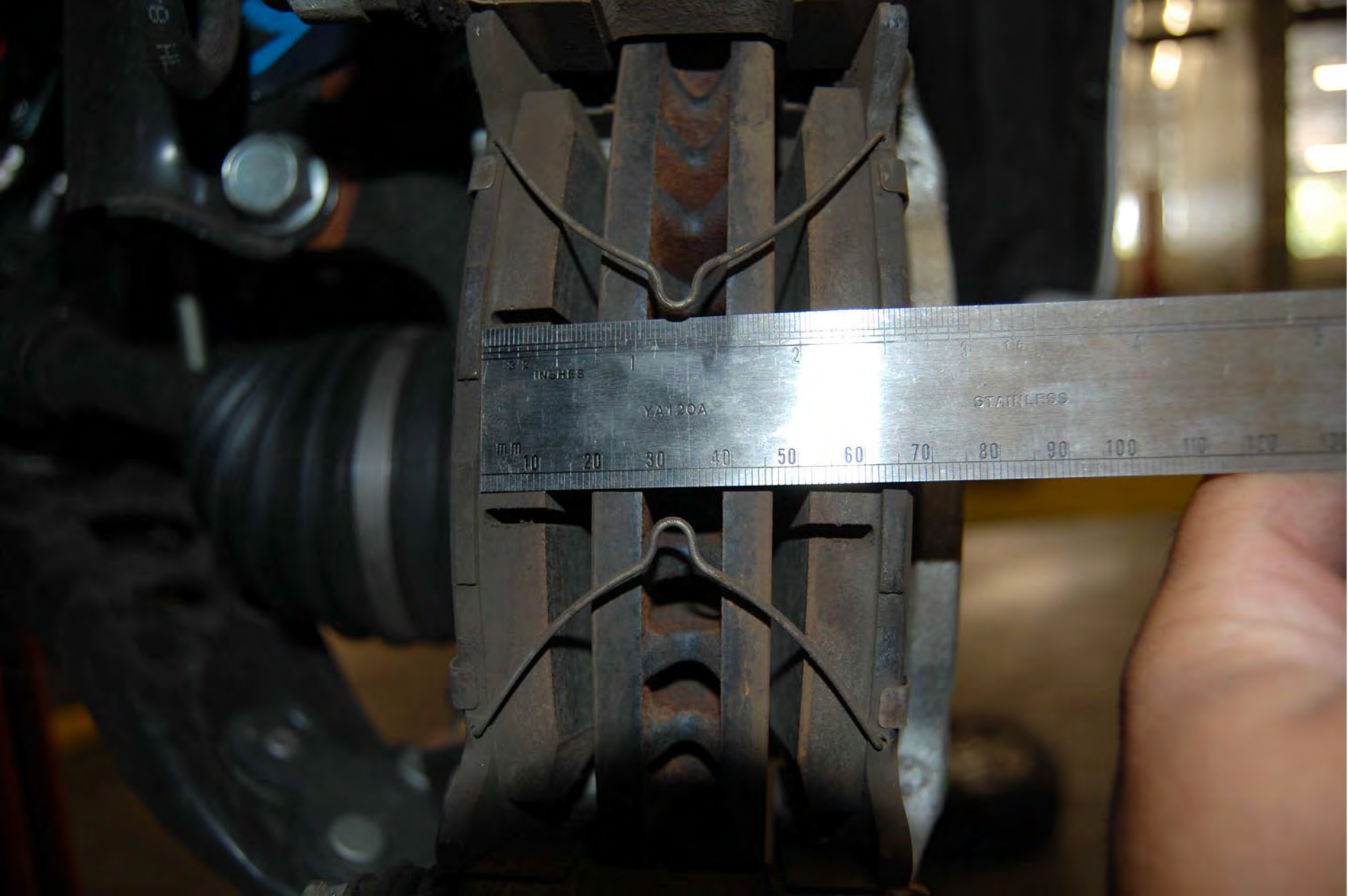
63-28

ADVICS

CITTS

28V





H 8

INCHES

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mm 10 20 30 40 50 60 70 80 90 100 110 120



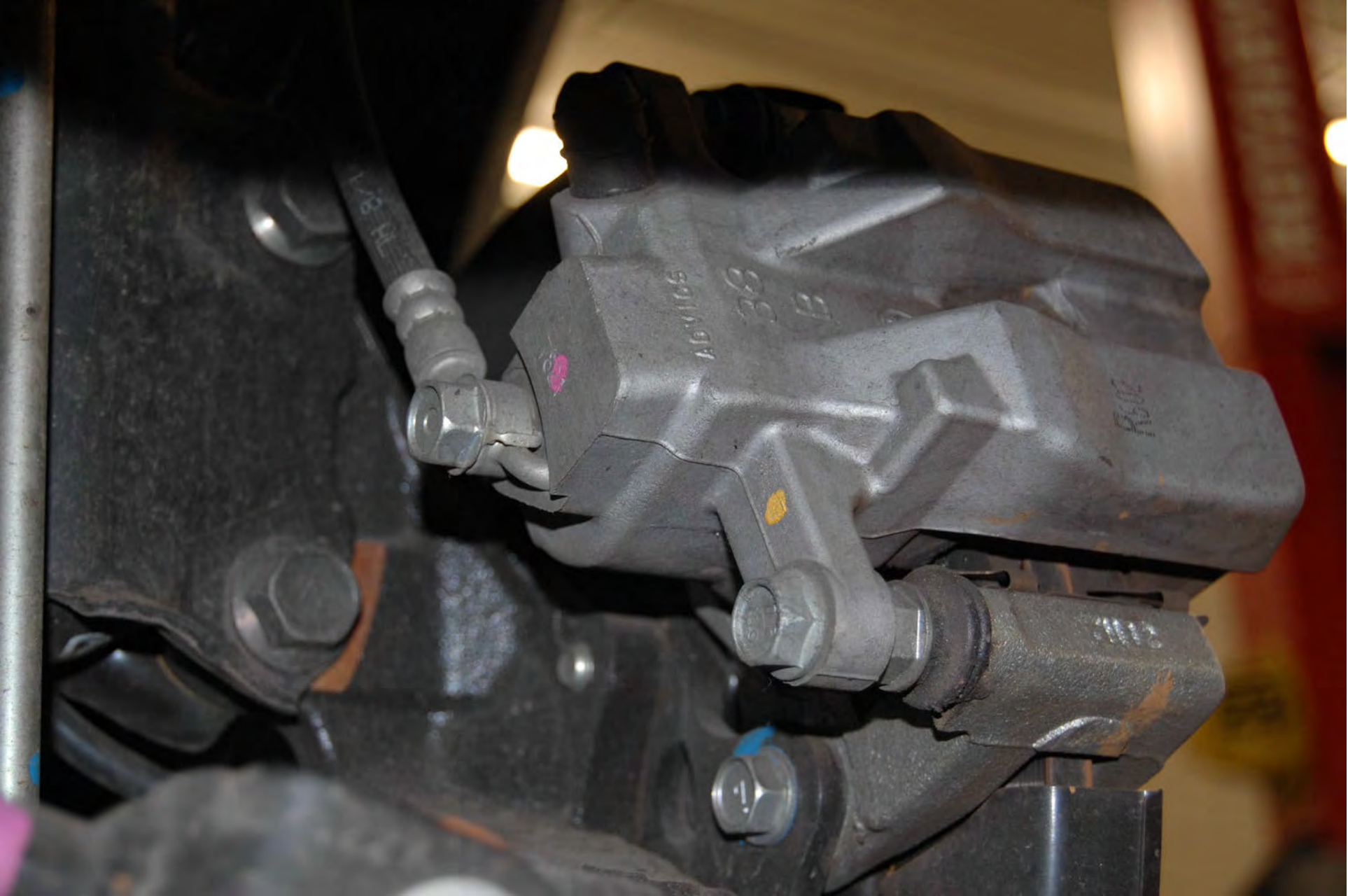
STAINLESS

1 2 3

40 50 60 70 80 90







ABV1165

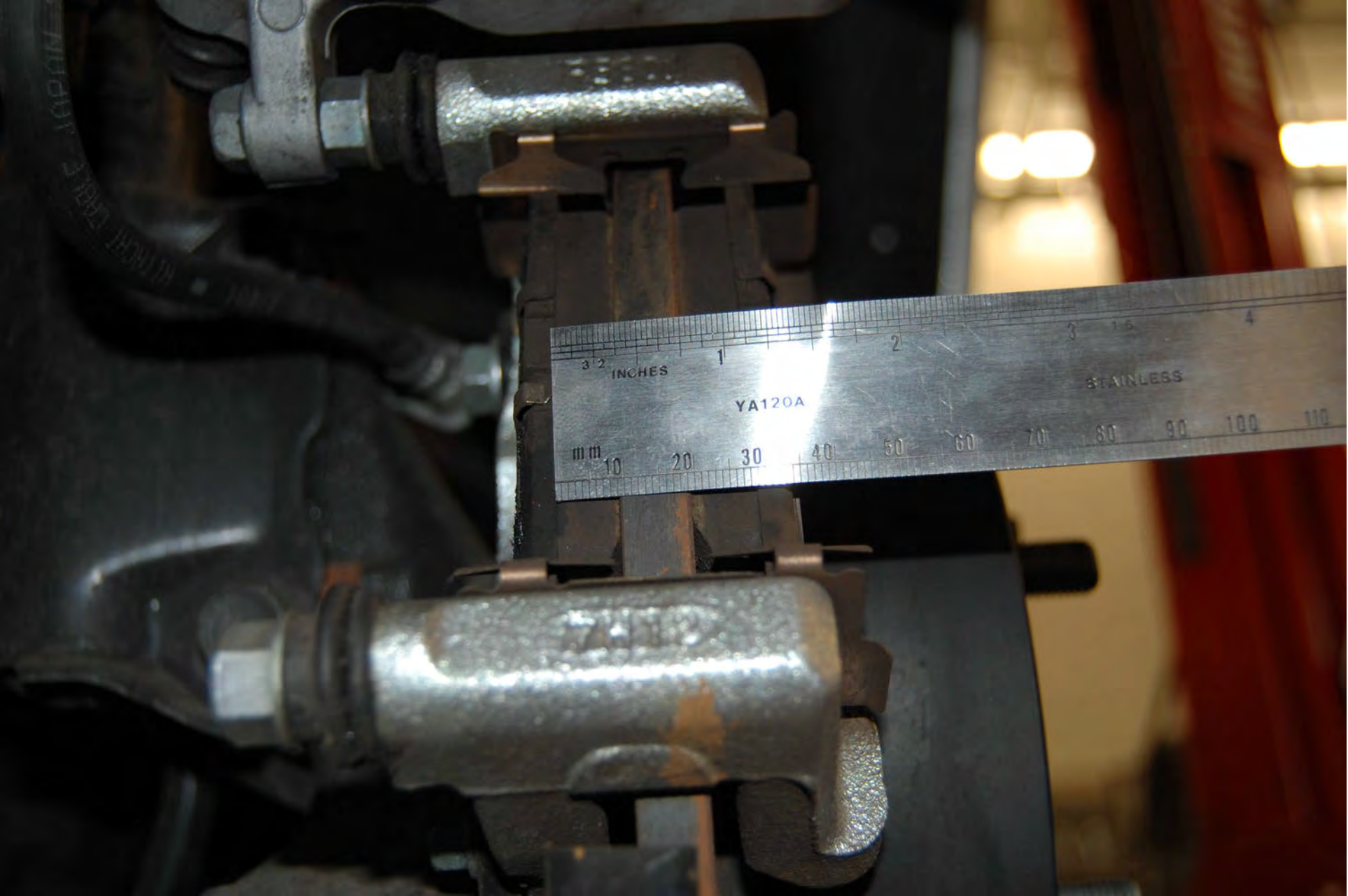
38

B

ROD

1/2\"/>

3800



3/2 INCHES

YA120A

STAINLESS

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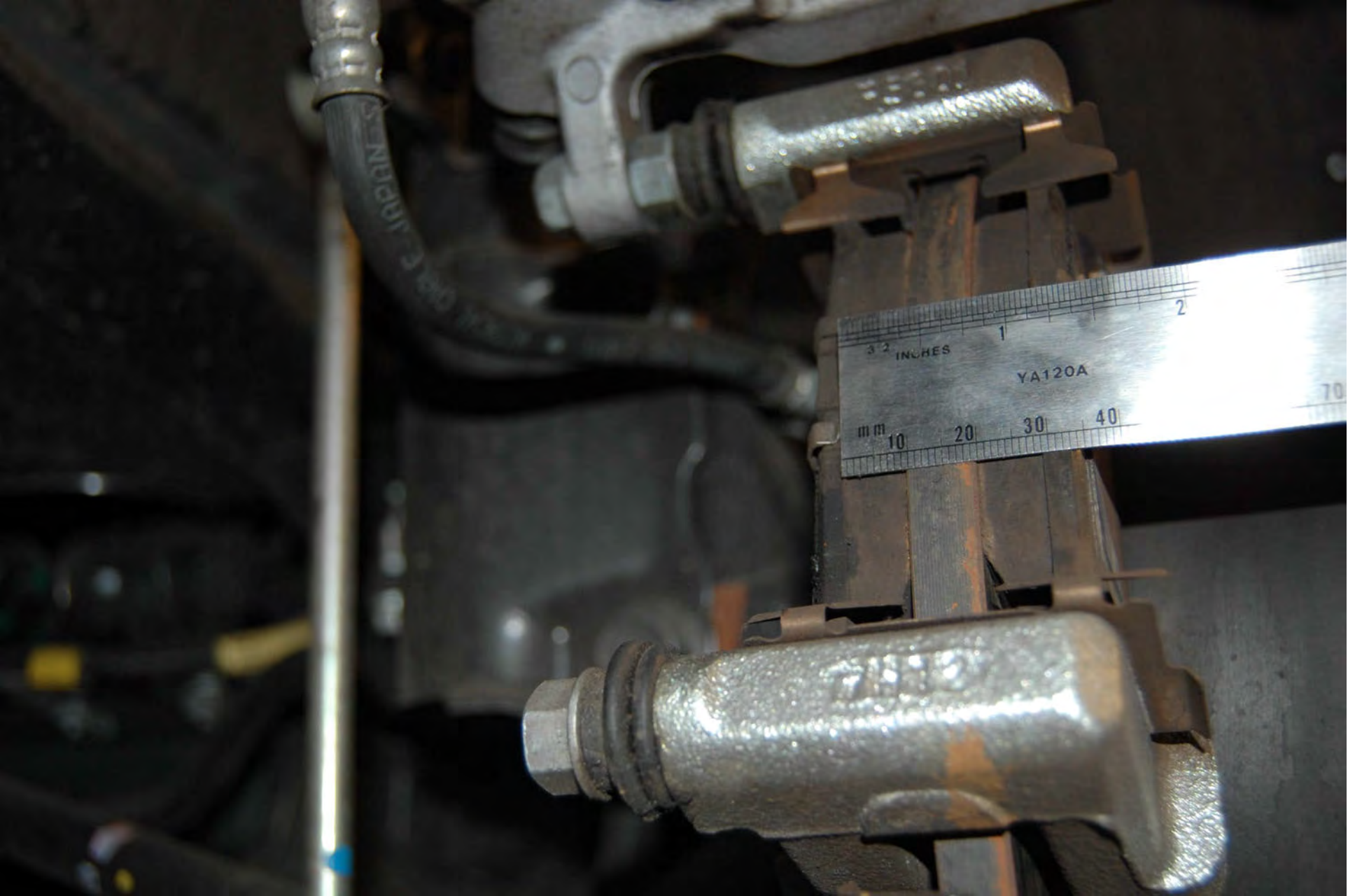
70

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GATE JAPAN

INCHES

YA120A

mm

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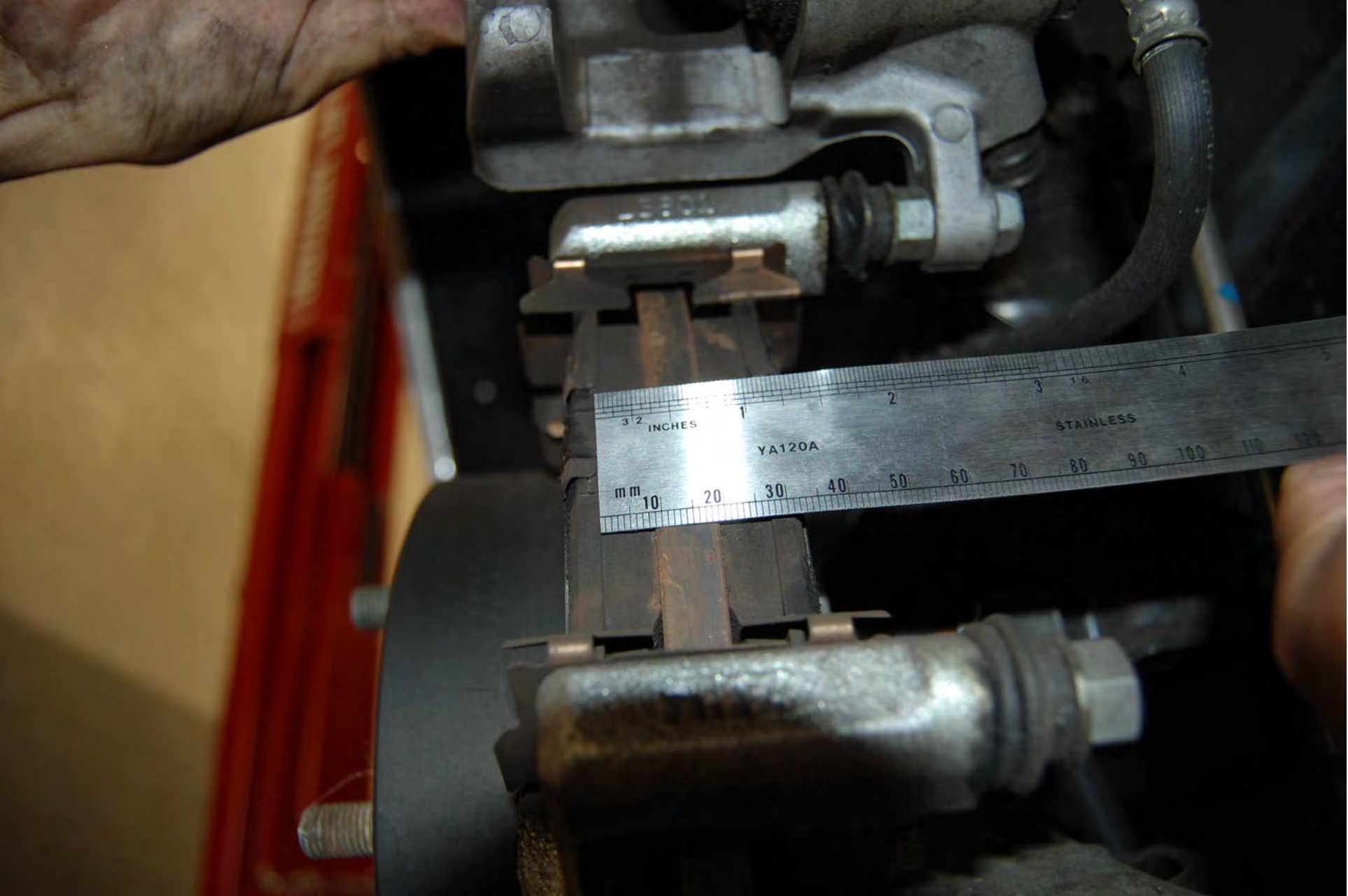
2

70





RES M
MUST
WOR
IN THIS A



3/2 INCHES

YA120A

STAINLESS

mm

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20

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60

70

80

90

100

110

120



LE801

3 1/2 INCHES

VA120A

mm

10

20

30

40

50

60

PIRATES MASK
JUST BE VORN
THIS AREA

7816











3 1/2 INCHES

YA120A

STAINLESS

Blue Point

MADE IN U.S.A.



Blue Point

STAINLESS

YA120A





MPG CONSUMPTION

0 20

P
R
N
D
E

60 MPH 80

40 100 120 140 160 180 200 220

20 40 60 80 100 120 140 160 180 200 220

km/h

DRIVER DOOR OPEN 

ODO 12759 miles





1500-2000 rpm

F

E

UNIT# 8T0503
CUSTOMER #: 216964

322697

TOYOTA · SCION
OF
GLENDALE

WORKORDER

PAGE 1

1280 S. Brand Blvd · Glendale, California 91204
(818) 244-4198 · FAX (818) 241-5771
www.ToyotaofGlendale.com · www.ScionofGlendale.com

BAR# AJ201469

EPA# CAD981441975

SERVICE ADVISOR: 411 FLORES, PAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	08	TOYOTA CAMRY	4T1BB46K88[REDACTED]		12736 / 12759	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
30SEP07 IS							
30SEP07 DD			21:42 05AUG08			CASH	
R.O. OPENED	READY	OPTIONS: STK:8T0503					
05AUG2008 09:36							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MA1	CT	INSPECTION PERFORM BY FTS

THANK YOU FOR CHOOSING
TOYOTA OF GLENDALE. IF
WE HAVE NOT MET YOUR
SERVICE REQUESTS, PLEASE
LET US KNOW.

FTC INSPECTED VEHICLE [REDACTED] [REDACTED]

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2010-03-50822

TOYOTA

Carlos A. Garcia
Direct Phone (310) 468-7514
Fax (310) 381-4009

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

July 14, 2010

Geico Insurance
Attn: Angie B. Jackson
One Geico Blvd.
Fredericksburg, VA 22412

RE: Your Insured: [REDACTED]
 Your Claim: [REDACTED]
 Date of Loss: 10/1/2009
 Vehicle: 2007 Toyota Camry
 VIN: JTNBB46K473 [REDACTED]

Dear Ms. Jackson:

This letter will acknowledge the receipt of complaint with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that your insured was behind a vehicle when she attempted to brake, but vehicle did not stop and she collided with vehicle in front of her.

Toyota Motor Sales, USA, Inc. was not provided the opportunity to inspect the vehicle involved in this incident prior to recall service repairs completed on February 5, 2010 and, as such, there is no way to determine how this incident occurred. The fact that this vehicle may be included in the current Safety Service Campaign involving the unintended acceleration of certain Toyota models, does not necessarily demonstrate that this incident was the result of that issue.

We are sorry to learn of this unfortunate incident, however, at this time there is no indication that any type of manufacturing design or defect caused or contributed this incident. Therefore, we are unable to honor your claim. If you have any additional information or documentation you wish submit for review, please do so.

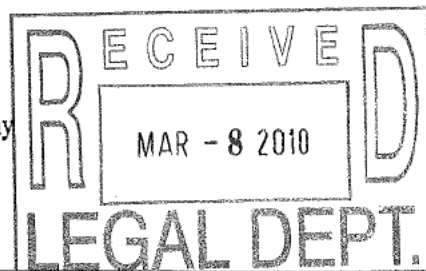
Thank you for allowing Toyota Motor Sales, USA, Inc. to address your concerns.

Very truly yours,

[REDACTED]
Carlos A. Garcia
Toyota Motor Sales, U.S.A., Inc.



- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity Company
- GEICO Casualty Company



Send Correspondence to: One GEICO Blvd. ■ Fredericksburg, VA 22412-0001

PAYMENT RECOVERY NOTICE

Date: 02/26/2010

Toyota Corporation
 Attn: Troy Higa
 19001 South Western Ave
 Torrance, CA 90501

Your File #:
 Your Insured/Driver: Toyota
 Date of Loss: 10/01/09
 Our File #:
 Our Insured:

Our investigation indicates your insured is at fault for this accident and our insured has elected to file for damages through GEICO.

- 1. We will be paying for the damages, less the \$ deductible. Once payment has been issued, we will submit our subrogation claim to you. To minimize the impact of this loss to our insured, please issue payment directly for their deductible expense.
- 2. Payment for repairs has been made. Documentation is attached. Please honor our claim.
 CO's Interest: \$679.60 Insured's Deductible: \$500.00 Towing: \$
 Rental: \$ Total: \$1179.60
- 3. Our Vehicle was declared a total loss. Documentation is attached. Please honor our claim.
 Amount paid to Insured: \$ Insured's Deductible: \$
 Net Salvage Recovery: \$ Rental: \$
 Towing/Storage: \$ Total: \$
- 4. Since notifying you on of our subrogation claim, we have paid additional damages of \$
 Please include this in your payment to us. Documentation is attached. Our Total Claim is \$
- 5. Arbitration was filed and a decision was rendered in our favor on . Total award is \$

Please include our claim number when remitting payment.

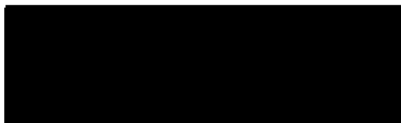
Make your check payable to:
 GEICO
 ATTN: CASHIERS
 P.O. BOX 96008
 WASHINGTON, DC 20090-6008

Please pay our Insured directly for out of pocket rental and deductible expenses of \$

Thank you,
 Angie B Jackson
 Payment Recover Examiner:



10/09/2009 AT 11:09 AM
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GEICO
VIRGINIA BEACH
FOR A FREE RATE QUOTE VISIT GEICO.COM
ONE GEICO LANDING



ESTIMATE OF RECORD

WRITTEN BY: ROBERT KLINE 10/09/2009 10:58 AM
ADJUSTER: H689 EXT: FCC:

INSURED: CLAIM # [REDACTED]
OWNER: POLICY # [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 10/01/2009 AT 12:00 AM
CHESAPEAKE, VA TYPE OF LOSS: COLLISION
EVENING: [REDACTED] POINT OF IMPACT: 12. FRONT
BUSINESS: [REDACTED]

INSPECT. PRIORITY COLLISION CENTER DAY: (757)424-1925
LOCATION: 1495 S MILITARY HWY DRIVE_IN
CHESAPEAKE, VA 23320-0000

REPAIR FIRST TEAM BUSINESS: (757)686-1000
FACILITY: 3444 WESTERN BRANCH BLVD 2 DAYS TO REPAIR
CHESAPEAKE, VA 23321 LICENSE #

2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN
VIN: JTNBB46K473 [REDACTED] VA PROD DATE: 01/2007 ODOMETER: 52495
AIR CONDITIONING REAR DEFOGGER TILT WHEEL
CRUISE CONTROL TELESCOPIC WHEEL INTERMITTENT WIPERS
KEYLESS ENTRY STEERING WHEEL CONTROLS MESSAGE CENTER
DUAL MIRRORS CONSOLE/STORAGE STABILITY CONTROL
FOG LAMPS CLEAR COAT PAINT POWER STEERING
POWER BRAKES POWER WINDOWS POWER LOCKS
POWER DRIVER SEAT POWER MIRRORS HEATED MIRRORS
AM RADIO FM RADIO STEREO
SEARCH/SEEK CD CHANGER/STACKER PREMIUM RADIO
ANTI-LOCK BRAKES (4) DRIVER AIR BAG PASSENGER AIR BAG
HEAD/CURTAIN AIR BAGS FRONT SIDE IMPACT AIR BAG 4 WHEEL DISC BRAKES
CLOTH SEATS BUCKET SEATS AUTOMATIC TRANSMISSION
ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		TWO COPIES OF ESTIMATE GIVEN TO OWNER	1			1
2		FRONT BUMPER & GRILLE				
3		O/H FRONT BUMPER			2.2	
N 4**	REPL	QUAL REPL PARTS REINF BEAM JAPAN BUILT	1	122.00*	INCL.	
N 5**	REPL	QUAL REPL PARTS ENERGY	1	27.00	INCL.	

ABSORBER JAPAN BUILT

1

10/09/2009 AT 11:09 AM
40347ESTIMATE OF RECORD
2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
N 6**	REPL QUAL	REPL PARTS CAPA BUMPER COVER JAPAN BUILT	1	176.00	INCL.	2.6
7		ADD FOR CLEAR COAT				1.0
8*	REPL	GRILLE	1	256.98	INCL.	0.0*
9		FRONT LAMPS				
N 10**	REPL QUAL	REPL PARTS RT LENS & HOUSING	1	188.00	0.5	
11		AIM HEADLAMPS			0.5	
12#		FLEX ADDITIVE	1	5.00		
13		OTHER CHARGES				
14#		E.P.C.	1	3.00		
SUBTOTALS ==>				777.98	3.2	3.6

LINE 4 : RICHMOND BUMPER HAS PART AVAL SPOKE TO JENNY
 LINE 5 : RICHMOND BUMPER HAS PART AVAL SPOKE TO JENNY
 LINE 6 : RICHMOND BUMPER HAS PART AVAL SPOKE TO JENNY
 LINE 10 : RICHMOND BUMPER HAS PART AVAL SPOKE TO JENNY

ESTIMATE NOTES:

OWNER VERIFIED: YES
 ESTIMATE: 2 GIVEN TO CUSTOMER
 CHECK ISSUED: TO PH AND SHOP
 UNRELATED DAMAGE: SEE PRIOR DAMAGE NOTES
 DRIVEABLE: YES
 TOW: NO
 TOW BILL ATTACHED: N/A
 ALIGNMENT: N
 DEPRECIATION: N
 A/M PARTS: YES
 LKQ PARTS: N
 ACCIDENT DESCRIPTION: PH R/E CLMT

GEICO RETAINS THE RIGHT TO INSPECT ALL SUPPLEMENTS
 NO INSPECTION ----- NO SUPPLEMENT

PRIOR DAMAGE NOTES:

REAR COVER SCRATCHED IN MIDDLE

PARTS			774.98
BODY LABOR	3.2 HRS	@\$ 40.00/HR	128.00
PAINT LABOR	3.6 HRS	@\$ 40.00/HR	144.00
PAINT SUPPLIES	3.6 HRS	@\$ 24.00/HR	86.40
OTHER CHARGES			3.00

SUBTOTAL			\$ 1136.38

2

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ESTIMATE OF RECORD
2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN

SALES TAX	\$ 864.38	@ 5.0000%	43.22

TOTAL COST OF REPAIRS			\$ 1179.60
ADJUSTMENTS:			
DEDUCTIBLE			500.00

TOTAL ADJUSTMENTS			\$ 500.00
NET COST OF REPAIRS			\$ 679.60

THIS IS NOT AN AUTHORIZATION TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO.
AUTHORIZATION MUST BE OBTAINED PRIOR TO ANY REPAIRS

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

***** ALL QUALITY RECYCLED PART PRICES REFLECT MARKUP AND ARE PRICED AS CLEAN AND UNDAMAGED *****

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

3

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ESTIMATE OF RECORD
2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN

IF QUALITY REPLACEMENT PART (QRP) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

*** IN ADDITION TO ANY SUCH WARRANTIES, GEICO PROVIDES THE FOLLOWING:

**** OWNER LIMITED WARRANTY****

WE WARRANT THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS THIS PARTS AND LABOR WARRANTY WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS WARRANTY COVERS COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS WARRANTY DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR GEICO REPRESENTATIVE.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARM8523, CCC DATA DATE 09/01/2009, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR

OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

4

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ESTIMATE OF RECORD
2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN

ALTERNATE PARTS SUPPLIERS

4 QUAL REPL PARTS REINF BEAM	PART NO.	TO1006207PP	PRICE	122.00
KEYSTONE - COMPLETE 6340 BURNT POPLAR RD. GREENSBORO, NC 27409		(800)222-2075 (336)292-3180		
KEYSTONE - COMPLETE 2134 INDUSTRIAL BLVD. BRISTOL, TN 37620		(888)399-8533 (423)844-0669		
KEYSTONE - COMPLETE 133 B SHERLAKE ROAD KNOXVILLE, TN 37922		(888)289-2309 (423)694-4325		
KEYSTONE - COMPLETE 1720 ENDEAVOR DRIVE WILLIAMSBURG, VA 23185		(800)322-7795 (757)820-4150		
KEYSTONE - COMPLETE 1163 FLOYD DRIVE LEXINGTON, KY 40505		(800)345-7309 (859)281-6620		
KEYSTONE - COMPLETE 1709 7TH ST.		(800)696-3064		

PARKERSBURG, WV 26101

KEYSTONE - COMPLETE (800) 743-9167
 135 KELLER DR.
 WEST LIBERTY, KY 41472

KEYSTONE - COMPLETE (800) 390-4600
 822 CENTRAL AVE. (410) 636-4600
 LINTHICUM, MD 21090

KEYSTONE - COMPLETE (800) 524-4349
 575 MARYLAND AVENUE (717) 843-8927
 YORK, PA 17404

5	QUAL REPL PARTS ENERGY ABSO	PART NO.	TY05-0982-JP	PRICE	27.00
6	QUAL REPL PARTS CAPA BUMPER	PART NO.	TY05-0082-Q	PRICE	176.00
10	QUAL REPL PARTS RT LENS & H	PART NO.	20-6991-91	PRICE	188.00

RICHMOND BUMPER SERVICE (800) 552-2867
 8820 PARK CENTRAL DRIVE (804) 266-4982
 RICHMOND, VA 23227

5

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ESTIMATE OF RECORD
 2007 TOYO CAMRY HYBRID 4-2.4L-G/ 4D SED SAND INT:TAN

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 7

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 4

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 3

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 3

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

Photo 1 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:52:00. **Size:** 49673

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE

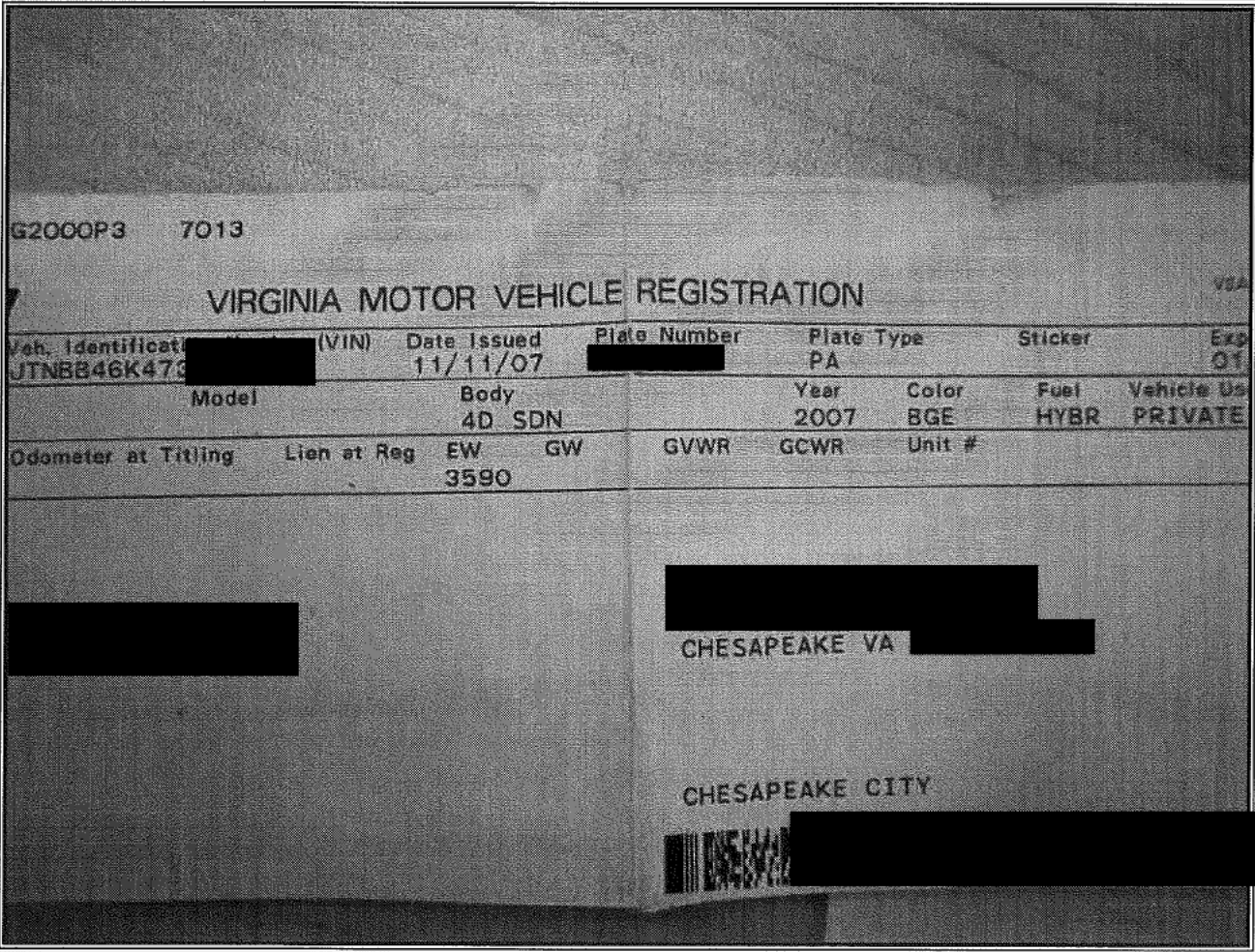


Photo 2 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 96073

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



10.09.2009 11:32

Photo 3 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 50881

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



Photo 4 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 43128

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE

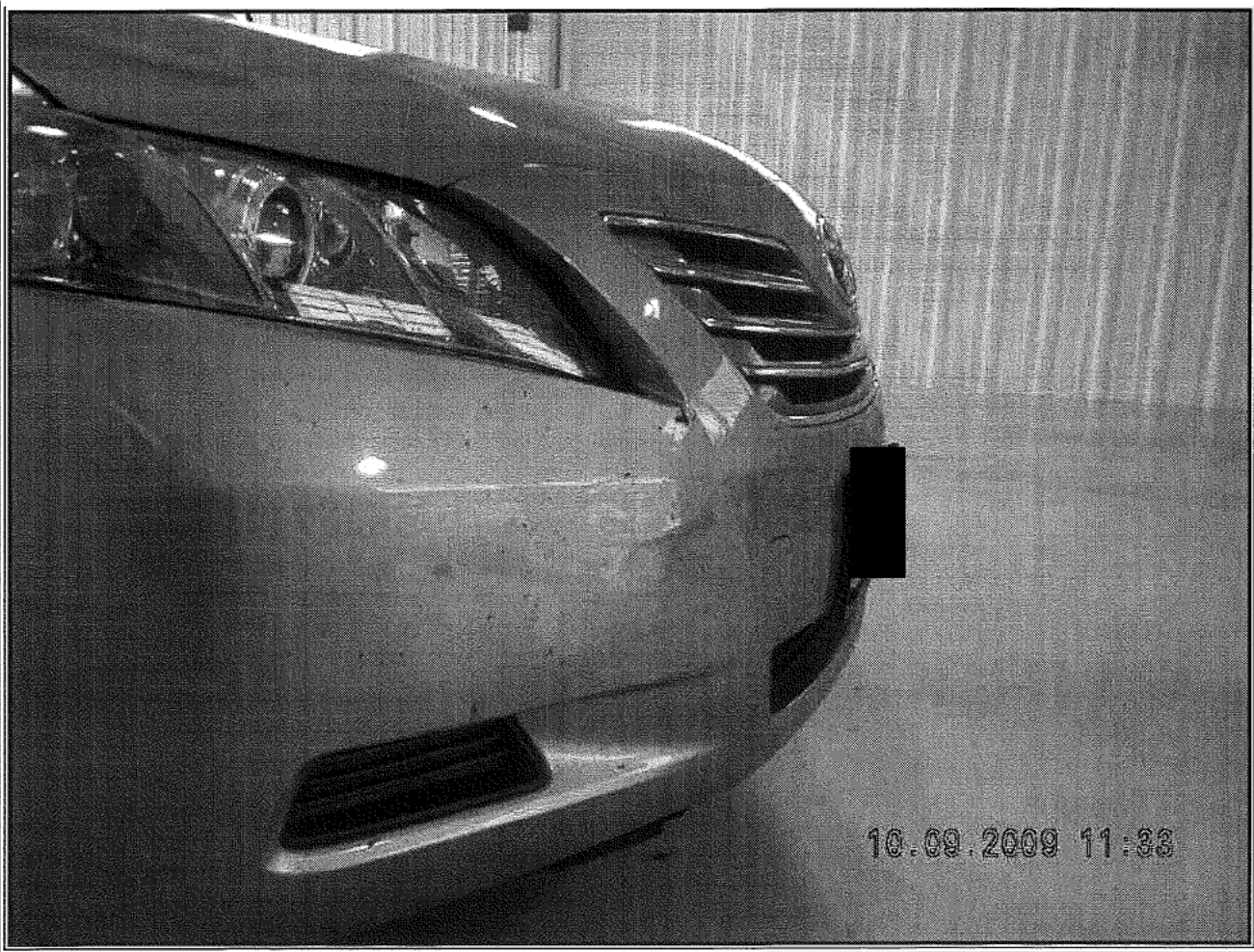


Photo 5 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 32618

Description:

Insured: [REDACTED] **Policy_no** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



Photo 6 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 56896

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



Photo 7 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 50043

Description:

Insured: [REDACTED] **Policy_no** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE

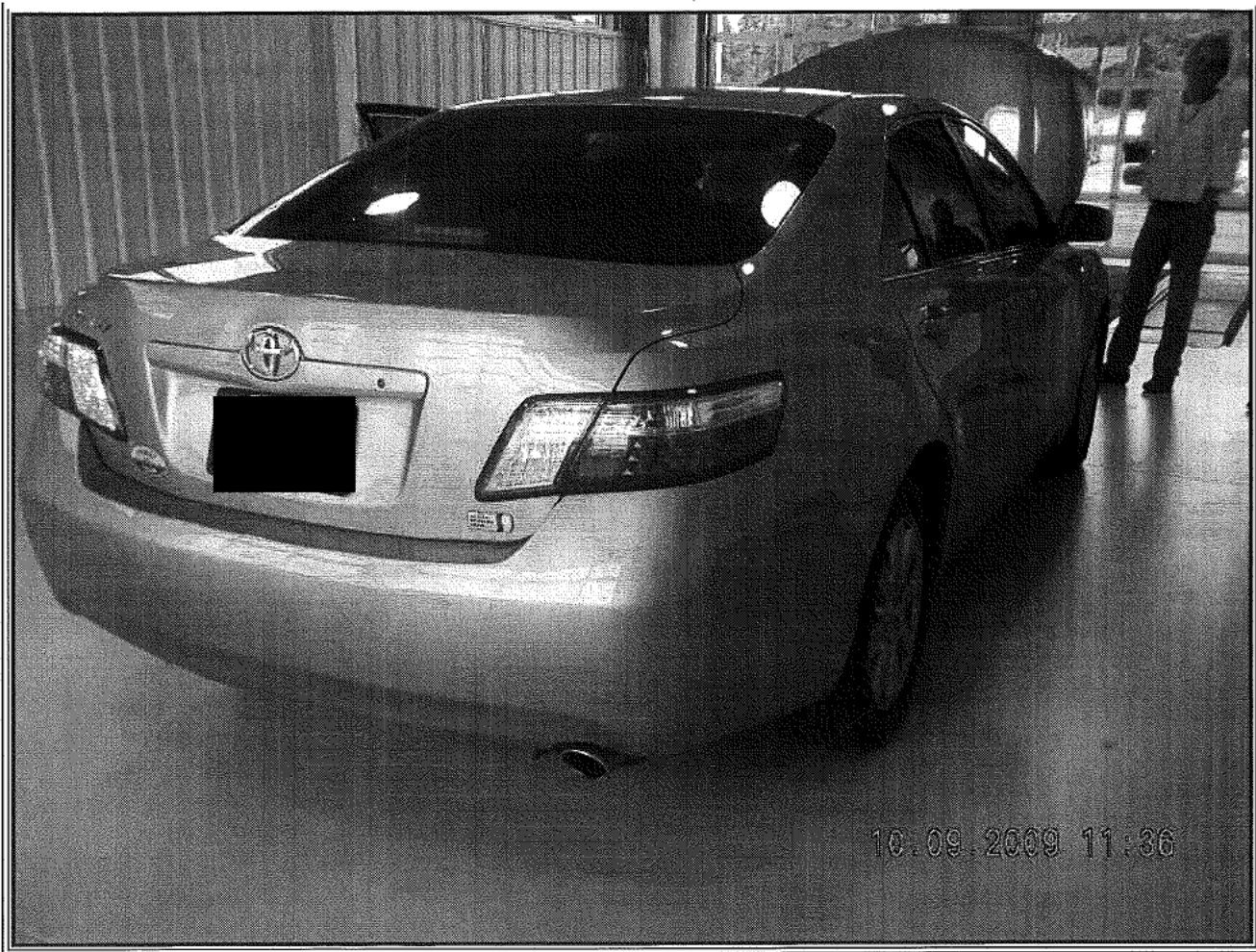


Photo 8 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 50135

Description:

Insured [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



Photo 9 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:59:53:00. **Size:** 52186

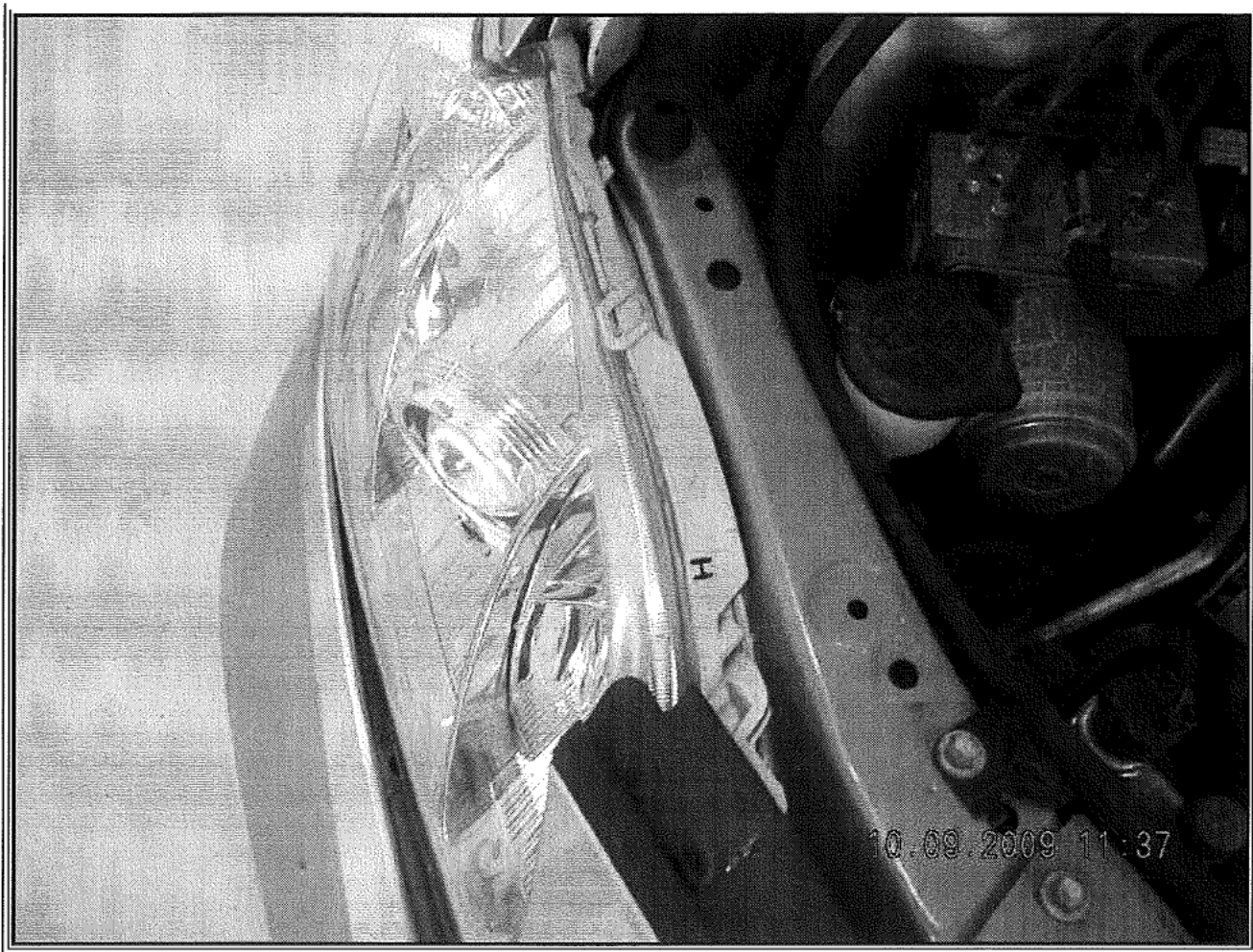
Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: .

Vehicle: 7, TOYO, CAMRY HYBRID. **VIN:** JTNBB46K473 [REDACTED]

Loss date: 10/01/09. **Estimator:** ROBERT KLINE



CLAIM PAYMENT SCREEN

REVERSE

CLAIM #	LOSS	ADJR	TIME	FCC	IRS FIELD	ISSUED
[REDACTED]	10 01 09	H689	11253483	06	54-2035818	10 09 09

CHECK #	TYP	ID	CO	CHECK AMT	FEAT	C	S	AMT	EXP	FEAT	C	S	AMT	EXP
602044269	C	LP	01	679.60	01COL	N		679.60						

CLAIMANT

[REDACTED]

USER ID
U84V20

INSURED

[REDACTED]

AG ONP TYPE
N

IN PAYMENT OF
COLLISION COVERAGE
CAHP COLL

PAY TO FIRST TEAM HONDA
AND STACY BARNES

ENCLOSURE

P=POLICE REP F=FORM LETTER
 C=CORRESPOND L=PROOF/LOSS
 M=MISC. I=INVOICES
 R=RELEASES D=DEMAND PRNT
 VECTORIZING TRAN: CLIQ

KEY: [REDACTED]

CHESAPEAKE, VA [REDACTED]



- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity Company
- GEICO Casualty Company

Send Correspondence to: One GEICO Blvd. ■ Fredericksburg, VA 22412-0001

PAYMENT RECOVERY NOTICE

Date: 02/26/2010

Toyota Corporation

Attn: [REDACTED]

Your File #:

Your Insured/Driver: Toyota

Date of Loss: 10/01/09

Our File #:

Our Insured: [REDACTED]

Our investigation indicates your insured is at fault for this accident and our insured has elected to file for damages through GEICO.

- 1. We will be paying for the damages, less the \$ deductible. Once payment has been issued, we will submit our subrogation claim to you. To minimize the impact of this loss to our insured, please issue payment directly for their deductible expense.
- 2. Payment for repairs has been made. Documentation is attached. Please honor our claim.
CO's Interest: \$501.90 Insured's Deductible: \$ Towing: \$
Rental: \$ Total: \$501.90
- 3. Our Vehicle was declared a total loss. Documentation is attached. Please honor our claim.
Amount paid to Insured: \$ Insured's Deductible: \$
Net Salvage Recovery: \$ Rental: \$
Towing/Storage: \$ Total: \$
- 4. Since notifying you on of our subrogation claim, we have paid additional damages of \$. Please include this in your payment to us. Documentation is attached. Our Total Claim is \$.
- 5. Arbitration was filed and a decision was rendered in our favor on . Total award is \$.

Please include our claim number when remitting payment.

Make your check payable to:

GEICO

ATTN: CASHIERS

P.O. BOX 96008

WASHINGTON, DC 20090-6008

Please pay our Insured directly for out of pocket rental and deductible expenses of \$

Thank you,

Angie B Jackson

Payment Recover Examiner:
[REDACTED]

10/09/2009 AT 10:46 AM
68642



GEICO
FAX SUPPLEMENT REQUEST 305-328-7903
EMAIL SUPPLEMENT REQUEST TO:R7NCADSUPL@GEICO.COM
FREERATEQUOTE 8003429070 CODE1156
1509 SKIBO ROAD



ESTIMATE OF RECORD

WRITTEN BY: ANGELA DANIEL 10/09/2009 09:57 AM
ADJUSTER: H689 EXT: FCC:

INSURED: [REDACTED] CLAIM [REDACTED]
OWNER: [REDACTED] POLICY # [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 10/01/2009 AT 12:00 AM
BLADENBORO, NC [REDACTED] TYPE OF LOSS: LIABILITY
EVENING: [REDACTED] POINT OF IMPACT: 6. REAR

INSPECT PHILLIPS AUTO BODY DAY [REDACTED]
LOCATION: 3055 E ELIZABETHTOWN RD DRIVE_IN [REDACTED]
LUMBERTON, NC 28358-0000

REPAIR OWNERS CHOICE 2 DAYS TO REPAIR
FACILITY: LICENSE #

2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY
VIN: 1HGFA165X7L [REDACTED] LIC: [REDACTED] NC PROD DATE: 11/2006 ODOMETER: 18537
AIR CONDITIONING REAR DEFOGGER TILT WHEEL
CRUISE CONTROL TELESCOPIC WHEEL INTERMITTENT WIPERS
KEYLESS ENTRY DUAL MIRRORS CONSOLE/STORAGE
CLEAR COAT PAINT POWER STEERING POWER BRAKES
POWER WINDOWS POWER LOCKS POWER MIRRORS
AM RADIO FM RADIO STEREO
SEARCH/SEEK CD PLAYER ANTI-LOCK BRAKES (4)
DRIVER AIR BAG PASSENGER AIR BAG HEAD/CURTAIN AIR BAGS
FRONT SIDE IMPACT AIR BAG CLOTH SEATS BUCKET SEATS
AUTOMATIC TRANSMISSION OVERDRIVE FULL WHEEL COVERS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2**	REPL	QUAL REPL PARTS BUMPER COVER	1		120.00	1.2	3.0
		W/O SI					
3		ADD FOR CLEAR COAT					1.2
4		TRUNK LID					
N 5*	RPR	TRUNK LID USA BUILT				0.3*	0.0*
N 6#	ALGN	TRUNK LID				0.5	
7		OTHER CHARGES					
8#	E.P.C.		1		3.00		
SUBTOTALS ==>					123.00	2.0	4.2

1

10/09/2009 AT 10:46 AM
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ESTIMATE OF RECORD
2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY

LINE 5 : BUFF MINOR SCUFF
LINE 6 : TRUNK LID TO BE ALIGNED

ESTIMATE NOTES:
REV'D ESTIMATE W/ CLMT
AM LKQ YES
BETTERMENT NONE
TOW NONE
ALIGN NONE
ISSUED CK TO CLMT FOR REPAIRS TO CV

PRIOR DAMAGE NOTES:
NONE SEEN

PARTS			120.00
BODY LABOR	2.0 HRS	@\$ 42.00/HR	84.00
PAINT LABOR	4.2 HRS	@\$ 42.00/HR	176.40
PAINT SUPPLIES	4.2 HRS	@\$ 26.00/HR	109.20
OTHER CHARGES			3.00

SUBTOTAL			\$ 492.60
SALES TAX	\$ 120.00	@ 7.7500%	9.30

TOTAL COST OF REPAIRS			\$ 501.90

TOTAL ADJUSTMENTS			\$ 0.00
NET COST OF REPAIRS			\$ 501.90

10/09/2009 AT 10:46 AM
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ESTIMATE OF RECORD
2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY

ALL SUPPLEMENTS REQUIRE INSPECTION BEFORE PAYMENT

GEICO
ALTERNATE PARTS DISCLAIMER

IF QUALITY REPLACEMENT PART (QRP) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

*** IN ADDITION TO ANY SUCH WARRANTIES, GEICO PROVIDES THE FOLLOWING:

**** OWNER LIMITED WARRANTY ****

WE WARRANT THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR WARRANTY WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS WARRANTY COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS WARRANTY DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

THIS IS NOT AN AUTHORIZATION TO REPAIR

***** NO SUPPLEMENT WILL BE PAID UNLESS PRIOR APPROVAL FOR THE SUPPLEMENT HAS BEEN REQUESTED AND AUTHORIZED BY A GEICO DIRECT AUTO DAMAGE ADJUSTER. *****

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.



THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE MADE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUIVALENT IN TERMS OF FIT, QUALITY, PERFORMANCE, AND WARRANTY TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

3

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ESTIMATE OF RECORD
2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARG4442, CCC DATA DATE 10/01/2009, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

10/09/2009 AT 10:46 AM
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ESTIMATE OF RECORD
2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY

ALTERNATE PARTS SUPPLIERS

2 QUAL REPL PARTS BUMPER COVE	PART NO.	HO1100235	PRICE 120.00
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10/09/2009 AT 10:46 AM
68642



ESTIMATE OF RECORD
2007 HOND CIVIC LX 4-1.8L-FI 4D SED BLUE INT:GREY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 1

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 1

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 1

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

Photo 1 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:35:31:00. **Size:** 210678

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: [REDACTED]

Vehicle: 7, HOND, CIVIC LX. VIN: 1HGFA165X7L034005.

Loss date: 10/01/09. **Estimator:** ANGELA DANIEL

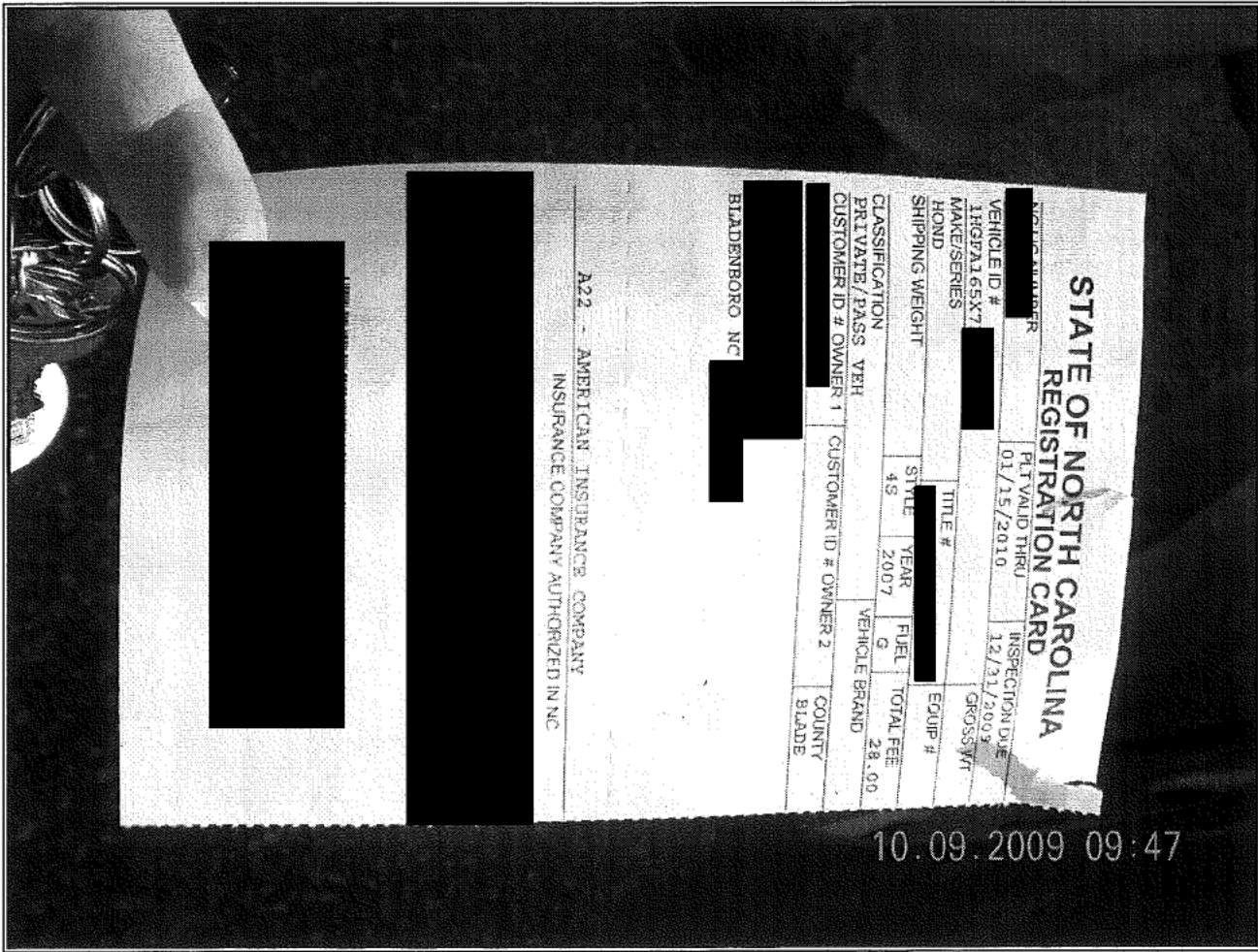


Photo 2 from Estimate for Claim no 0171999000101010-02

Photo date: 10/09/2009 10:35:32:00. **Size:** 211522

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: [REDACTED]

Vehicle: 7, HOND, CIVIC LX. VIN: 1HGFA165X7L [REDACTED]

Loss date: 10/01/09. **Estimator:** ANGELA DANIEL

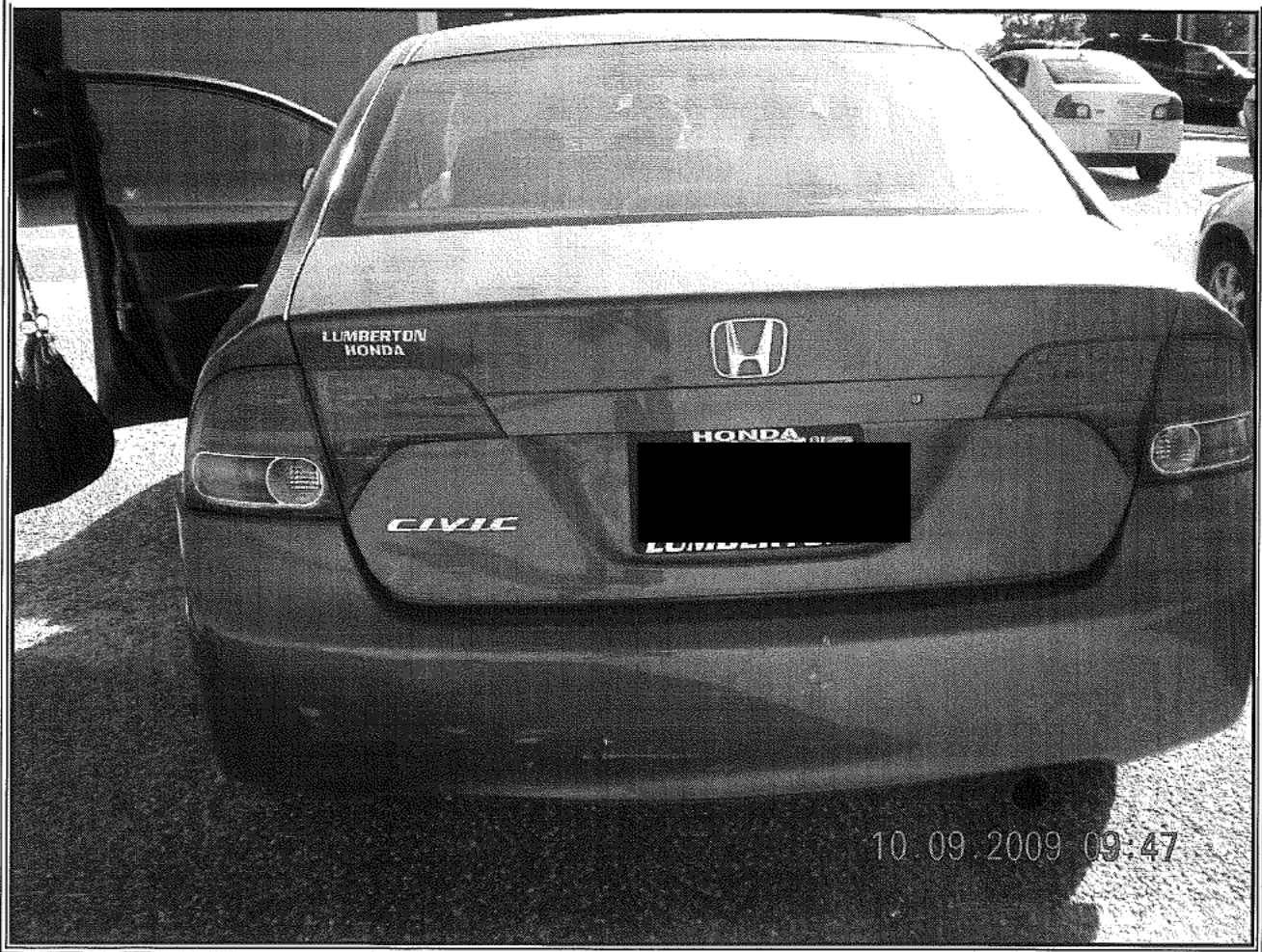


Photo 3 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:35:32:00. **Size:** 173094

Description:

Insured: [REDACTED] **Policy_no** [REDACTED]

Claimant [REDACTED]

Vehicle: 7, HOND, CIVIC LX. **VIN:** 1HGFA165X7L [REDACTED]

Loss date: 10/01/09. **Estimator:** ANGELA DANIEL

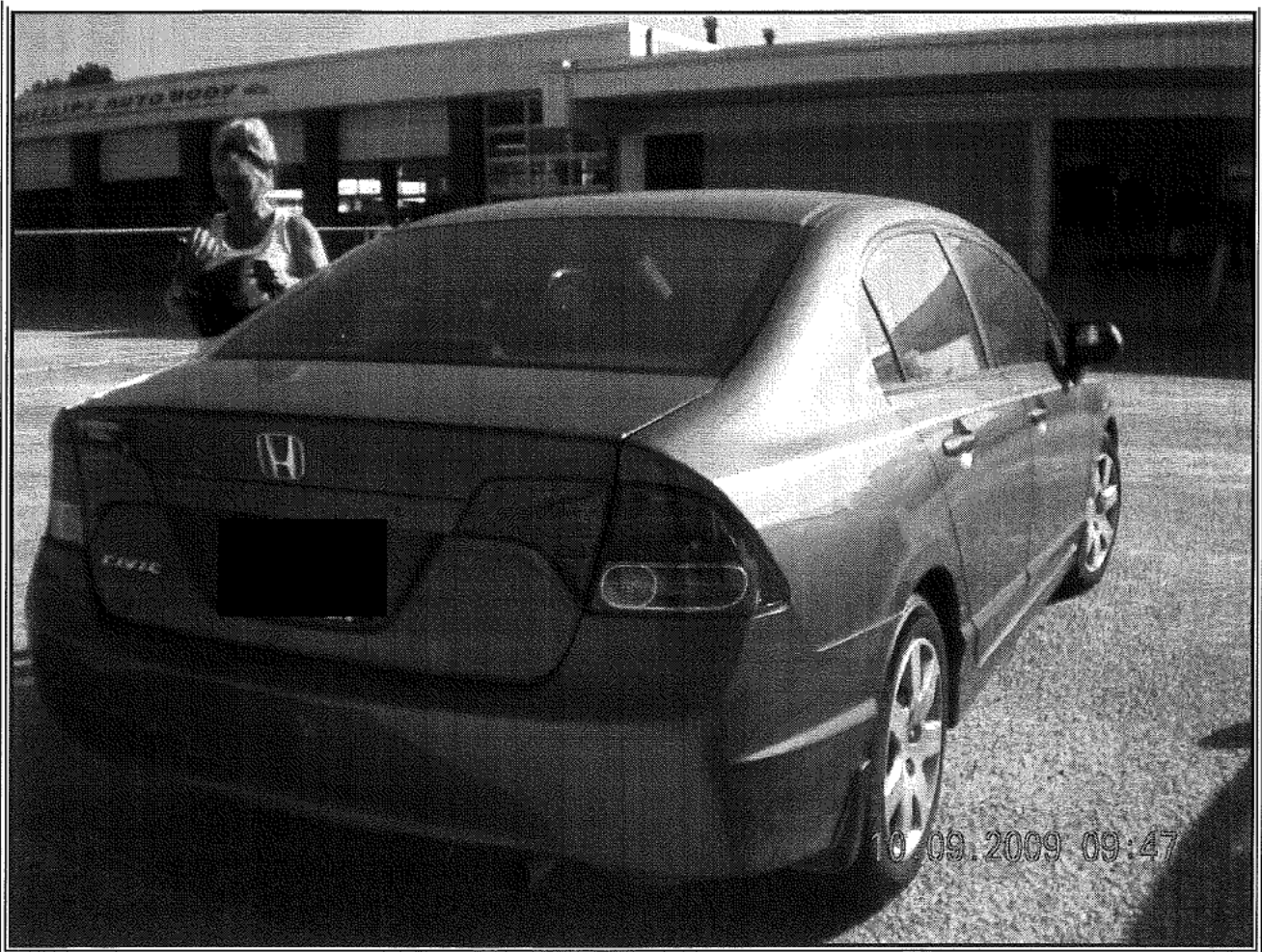


Photo 4 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:35:32:00. **Size:** 190218

Description:

Insured: [REDACTED] **Policy_no** [REDACTED]

Claimant [REDACTED]

Vehicle: 7, HOND, CIVIC LX. **VIN:** 1HGFA165X7L [REDACTED]

Loss date: 10/01/09. **Estimator:** ANGELA DANIEL

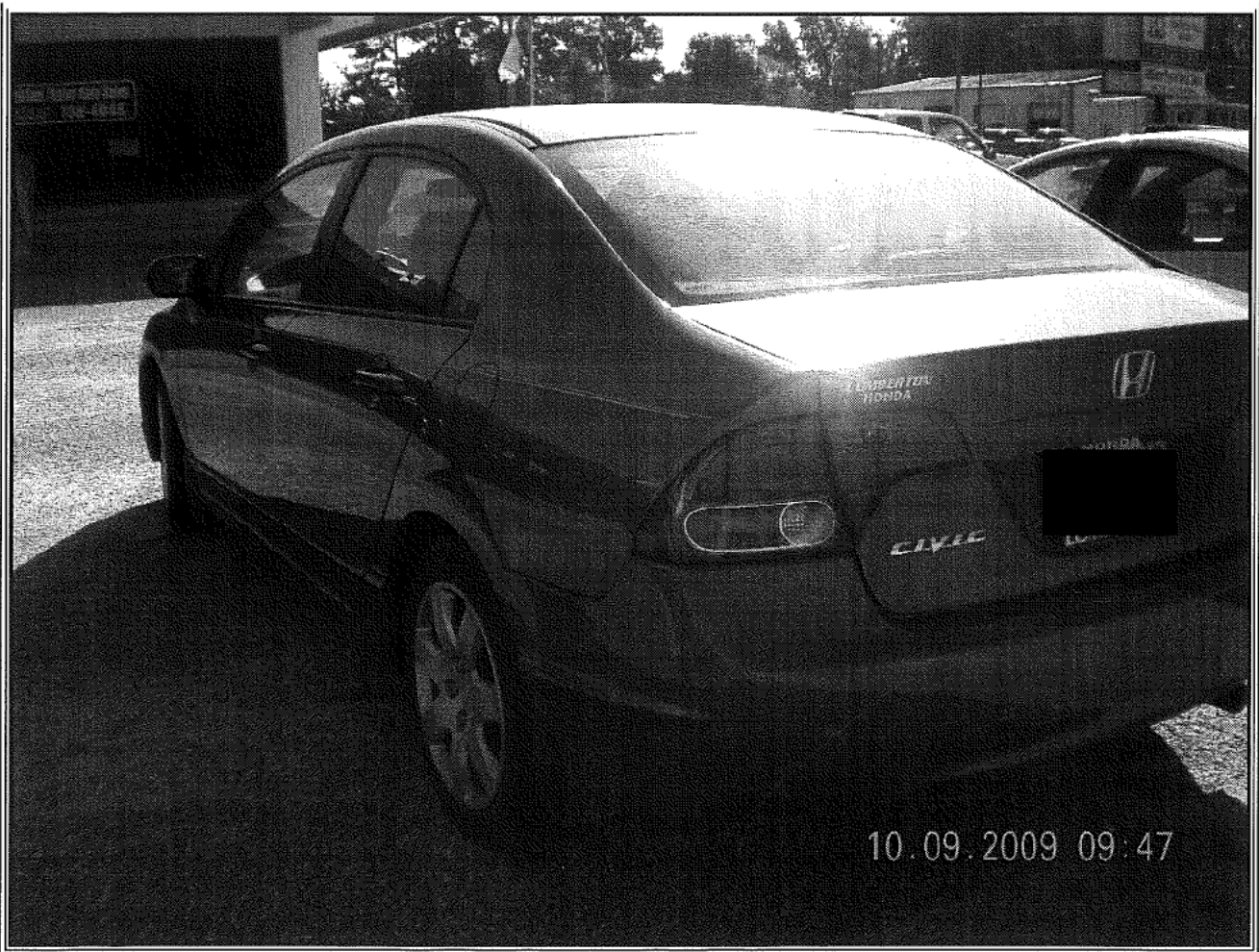


Photo 5 from Estimate for Claim no [REDACTED]

Photo date: 10/09/2009 10:35:32:00. **Size:** 166759

Description:

Insured: [REDACTED] **Policy_no:** [REDACTED]

Claimant: [REDACTED]

Vehicle: 7, HOND, CIVIC LX. **VIN:** 1HGFA165X7L [REDACTED]

Loss date: 10/01/09. **Estimator:** ANGELA DANIEL



CLAIM PAYMENT SCREEN

REVERSE

CLAIM #	LOSS	ADJR	TIME	FCC	IRS_FIELD	ISSUED
[REDACTED]	10 01 09	H689	10463481	06		10 09 09

CHECK #	TYP	ID	CO	CHECK AMT	FEAT	C	S	AMT	EXP	FEAT	C	S	AMT	EXP
601891345	C	LP	01	501.90	02APD	N		501.90						

CLAIMANT

[REDACTED]

USER ID
U84V49

INSURED

[REDACTED]

AG ONP TYPE

IN PAYMENT OF
PROPERTY DAMAGE COVERAGE
PARTIAL LOSS
ISSUED BY ADANIEL

PAY_TO LINDA E FIELDS

ENCLOSURE

P=POLICE REP F=FORM LETTER
C=CORRESPOND L=PROOF/LOSS
M=MISC. I=INVOICES
R=RELEASES D=DEMAND PRNT
VECTERING TRAN: CLIQ

BLADENBORO, NC [REDACTED]

KEY: 0171999000101010 02APD



- Government Employees Insurance Company
- GEICO General Insurance Company
- GEICO Indemnity Company
- GEICO Casualty Company

PAYMENT RECOVERY NOTICE

Toyota Corporation

[Redacted]

Date: 02/26/2010

Our File #: [Redacted]

Our Insured: [Redacted]

Your Insured/Driver: Toyota

Your File #:

Your Vehicle: 07 Toyota Camry Tag #:

Date of Loss/Location of Loss: 10/01/09

**WHEN RESPONDING-
PLEASE REFER TO OUR
CLAIM NUMBER.**

Send Correspondence to: One GEICO Blvd. ■ Fredericksburg, VA 22412-0001
Please remit payment to: PO Box 96008, Attn: Cashiers Washington DC 20090
Our investigation shows your insured to be at fault for this accident.

- 1. Repair or replacement of our vehicle has been concluded. Our subrogation claim will be forwarded. Please support our interest.
- 2. Payment for repairs has been made. Documentation is attached. Please honor our claim.
CO's Interest: \$ Insured's Deductible: \$ Towing: \$
Rental: \$ Total: \$
Please include our claim number when remitting payment.
- 3. Our Vehicle was declared a total loss. Documentation is attached. Please honor our claim.
Amount paid to Insured: \$ Insured's Deductible: \$
Net Salvage Recovery: \$ Rental: \$
Towing/Storage: \$ Total: \$
Please include our claim number when remitting payment.
- 4. We have subrogation rights for no fault benefits paid. Our documentation is attached. Please honor our claim.
Medical: \$2,673.00 Wages: \$ Deductible: \$ Total: \$2,673.00
Please include our claim number when remitting payment.
- 5. Since notifying you on of our subrogation claim, we have paid additional damages of
Please include this in your payment to us. Documentation is attached. Our Total Claim is \$
- 6. Documentation of our claim was sent to you on . When may we expect payment?
- 7. Arbitration was filed and a decision was rendered in our favor on . Total award is \$
When may we expect payment?
- 8. Please make your check payable to:
 - GEICO
 - GEICO General Insurance Company
 - GEICO Casualty
 - GEICO Indemnity Company ATTN: CASHIERS
P.O. BOX 96008
WASHINGTON, DC 20090-6008

****Please pay our insured directly for out of pocket rental of \$**

THANKS FOR YOUR PROMPT ATTENTION.

PAYMENT RECOVERY EXAMINER: Angie B Jackson
PHONE: [Redacted]
FAX: [Redacted]

RELEASE

IN FULL OF ALL CLAIMS

J584



I/we, [Redacted] Releasor(s), of 1746 Berry Lewis Rd City of Bladenboro State NC Being over the age of majority, for and in the consideration of a check for the sum of two thousand six hundred seventy three Dollars (\$2673.00), lawful money of the United States of America to me/us in hand paid, the receipt of which is hereby acknowledged, do for myself/ourselves, my/our heirs, executors, administrators, successors and assigns, hereby remise, release and forever discharge Stacy Barnes and GEICO Insurance Company. Releasee(s), successors and assigns, and/or his, her or their associates, heirs, executors and administrators, and all other persons, firms or corporations of and from any and every claim, demand, right or cause of action, of whatever kind or nature, on account of or in any way growing out of any and all personal injuries and consequences thereof, including, but not limited to, all causes of action preserved by the wrongful death statute applicable, any loss of services and consortium, any injuries which may exist but which at this time are unknown and unanticipated and which may develop at some time in the future, all unforeseen developments arising from known injuries, and any and all property damage resulting or to result from an accident that occurred on or about the 1 day of October 2009, at or near rt72 Robeson NC, and especially all liability arising out of said accident including, but not limited to, all liability from contribution and/or indemnity. AS A FURTHER CONSIDERATION FOR THE MAKING OF SAID SETTLEMENT AND PAYMENT, IT IS EXPRESSLY WARRANTED AND AGREED:

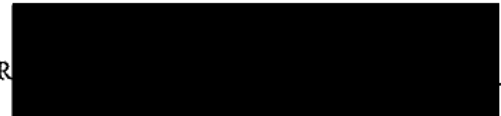
- (1) That I/we understand fully that this is a final settlement and disposition and disputes both as to the legal liability for said accident, casualty, or event and as to the nature and extent of the injury, illness, disease and/or damage which I/we have sustained and I/we understand that liability is denied by Stacy Barnes and GEICO Releasee(s), and it is covenanted and agreed between the Releasor(s) and Releasee(s) herein that this release and settlement is not to be construed as consent or an admission of liability on the part of said Releasee(s); that this release and settlement agreement shall not be used by said Releasor(s) or any one on his behalf as a defense or estoppel in any action which is now pending or may be brought hereafter by said Releasee(s) against said Releasor(s) or his agents and servants, and any claim of whatever kind of nature the Releasee(s) might have or hereafter have arising from said accident is expressly reserved to them.
(2) That the undersigned will indemnify and save harmless the Releasee(s) from any and every claim or demand, of every kind or character which may ever be asserted by reason of said injuries, illness, disease or the effects or consequences thereof, or damage to property or person.
(3) That no promise, agreement, statement or representation not herein expressed has been made to or relied upon by me/us and this release contains the entire agreement between the parties.

IN WITNESS WHEREOF, I/we have hereunto set my/our hand and seal this _____ day of _____ 20_____.

THIS IS A RELEASE IN FULL



(SIGNATURE)



(SIGNATURE)

(SIGNATURE)

FEB 15 AM 11:50

CERTIFICATE OF WITNESS

We certify that this release was signed in our presence by the above acknowledged that he/they understood it fully.

WITNESS _____ ADDRESS _____

WITNESS _____ ADDRESS _____

STATE OF _____ ss.

COUNTY OF _____

On this _____ day of _____ 20____, before me personally appeared _____ to me known to be the person(s) named in and who executed the above release and acknowledged that _____ executed that same as _____ own free act and deed.

(OFFICIAL TITLE)

MEMBER NATIONAL INSURANCE CRIME BUREAU