

**AUDIT** 06/22/2012 02:38PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO  
TECH ASSIST REFERRAL HAS BEEN REOPENED

**ADD-ON** 06/22/2012 02:45PM CHRIS HALL(FSE) MSS - FCSD - REG - ORLANDO  
SERVICE FIX CONSISTS OF FOUR ACTIONS WHICH WERE PERFORMED BEFORE  
VEHICLE WAS PICKED UP TO BE SENT TO RAV DEALER AND THE VEHICLE IS  
REPAIRED AND THE PROCEDURE USED IS BELOW; REAR UNDERBODY SEALER  
SPRAY/EPOXY APPLICATION REPLACE REAR AIR EXTRACTOR WITH DUAL RATE  
EXTRACT REPLACE REAR WHEEL LIP MOLDING WITH RE-DESIGNED MOLDING PLUG BOTH THE LIFT GATE E-COAT DRAIN HOLES REAR UNDERBODY SEALER  
SPRAY/EPOXY APPLICATION: 1. WASH AND THOROUGHLY CLEAN REAR UNDERBODY IN AREAS OF SEALER/EPOXY APPLICATION (SEE PDF FILE) 2. RAISE VEHICLE ON A HOIST 3. REMOVE REAR FASCIA 4. DROP THE EXHAUST FROM REAR HANGERS 5. COVER EXHAUST AND EXHAUST TIP WITH A PIECE OF CLOTH 6. COVER REAR AUX DRAIN WITH A PUSHPIN PLUG 7. SEAL REAR UNDERBODY JOINTS/SEAMS USING TWO PART EPOXY AS SHOWN IN ATTACHED PDF FILE 8. SEAL REAR UNDERBODY AROUND REAR AUX A/C LINES USING 3M SEALER SPRAY AS SHOWN IN PICTURE 1 9. ALLOW VEHICLE TO DRY/CURE FOR 4 HOURS 10. REMOVE REAR AUX DRAIN PUSH PIN RE-ATTACH EXHAUST TO HANGERS  
REPLACE DRIVER SIDE REAR AIR EXTRACTOR WITH DUAL RATE EXTRACTOR: 1. REMOVE DRIVER SIDE EXTRACTOR 2. INSTALL DUAL RATE EXTRACTOR  
REPLACE REAR WHEEL LIP MOLDING WITH RE-DESIGNED MOLDING: 1. REMOVE REAR WHEEL LIP MOLDING ON BOTH SIDES. (WHITE CLIPS MUST BE CAREFULLY REMOVED WITHOUT CAUSING DAMAGE TO SHEET METAL. USE A SMALL PAIR OF NOSE PLIERS TO PRESS ON CLIP TABS TO PULL OUT) 2. INSTALL NEW WHEEL LIP MOLDINGS PLUG BOTH THE LIFT GATE E-COAT DRAIN HOLES: 1. INSTALL LIFT GATE E-COAT DRAIN PLUGS AFTER REPAIRS  
WERE PERFORMED THE ONLY SMELL DETECTED WAS ON A COLD VEHICLE, ONCE THE