HOLD OVER: YES ☐ NO ☐

TECHNICIAN COMMENTS ON REPAIRS

Left Front Tire
_____/32" inner
_____/32" middle
7/32" outer
_____/32" avg.
_____psi

Left Rear Tire
_____/32" inner
_____/32" middle
7/32" outer
_____/32" avg.
_____psi

Right Front Tire
_____/32" inner
_____/32" middle
7/32" outer
_____/32" avg.
_____psi

Right Rear Tire
_____/32" inner
_____/32" middle
7/32" outer
_____/32" avg.
_____psi

1 CAUSE OF PROBLEM: FACTORY REC 15K

CORRECTION OF PROBLEM:

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY | TECH

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	EMP. NO.	OPER. NO.	TIME OFF
CP	.9	80	Factory 15K		ON MAR 25 PM 12:24

2 CAUSE OF PROBLEM: O Sunshade reading when cold. O Console door storage bin. O Rear passenger inside door handle.

CORRECTION OF PROBLEM: B.09842 2.0 T-19AT-2 ST Rec 03/04 330140

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY | TECH

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	EMP. NO.	OPER. NO.	TIME OFF
CJ	2.0	80			ON MAR 25 PM 1:26

3 CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY | TECH

FLAG SHEET

4 CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY | TECH

FLAG SHEET

OPEN CRT VOL _____
STATE OF CHG _____
BATTERY CODE _____

BRAKES / TIRES
FRONT 70 Y G F P
REAR 70 G F P

ROTOR THICKNESS
LF _____
RF _____
LR _____
RR _____

	NECESSARY REPAIRS	LABOR HRS	PARTS $	IN STK	SOP	TOTAL	AUTHORIZED YES	AUTHORIZED NO
1	A/C filter							
2								
3								
4								
5								
6								
7								
8								
9								

8

TOY-RQ-05D-00001001

Keyes Lexus

5905 Van Nuys Blvd.
Van Nuys, California 91401
(818) 379-4000

B.A.R. #ARD00148904
EPA #CAL000328564

SERVING YOU
MONDAY - FRIDAY 7:30 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*) For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYERS SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:
AUTHORIZED BY	☐ PERSON ☐ PHONE	DATE	TIME

[redacted] CUSTOMER SIGNATURE

_____ CUSTOMER SIGNATURE

---------- INVOICE TO ----------

[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W35146

[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- FOR OFFICE USE ----------

TAG: 1049 ADV: 685 STEGER, L INVOICE: PRELIM WAR W LS
MFG: 60419 TAX RULES: YYNNN INVOICED: 08/20/2009 11:10:38
ODOMETER IN: 24598 OUT: 24599 DIST: LEX
DATES BEGIN: 08/20/09 DONE: 08/20/09

---------- VEHICLE INFORMATION ----------

VIN JTHBJ46G682[redacted] LICENSE NUMBER: CA [redacted]
08 LEXUS ES350 4DR SDN BLUE
DATES INSERVICE: 051608 SOLD: 051608

			OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	GUEST STATES WHEN BRAKING HEARS A TAPPING NOISE FROM FRONT AREA					
CAUSE	FRONT ROTORS WORPED		473025A	100	2.5	295.00
CORRECTION	PERFORMED MACHING ROTORS AND LUBED PADS [illegible]SO					
	PART NUMBER	DESCRIPTION	QTY	LIST	SELL	
	LEX 08887-80609	[illegible] BRAKE CALIPER G	1	44.52	40.47	40.47
	PARTS COUNT: 1					
FACTORY	TECH: 100 - 100, TEAM					
	LEX OPCODE: 473025A	T2 CODE : 99	T1 CODE : 91			

---------- SUBTOTAL ----------

PARTS CHARGES	40.47
LABOR CHARGES	295.00
TYPE: W	TOTAL CHARGE FOR CONCERN 335.47

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE W35146

PARTS CHARGES	40.47
LABOR CHARGES	295.00
TOTAL CHARGE	335.47

PAYMENT DISTRIBUTION FOR INVOICE W35146

TOTAL CHARGE	335.47
FACTORY WARRANTY	335.47

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LANA STEGER
PART NUMBERS ENDING IN -84 ARE REMANUFACTERED
THANK YOU FOR AN OPPORTUNITY TO SERVE YOU
BAR#ARD148904

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER
ON LINE SERVICE INVOICING BY
© 1979
TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214

Q

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME ON	TIME OFF
W	2.5	3546 EMP. NO. 00 OPER. NO. 51	AUG 20 AM 11:53	AUG 20 AM 9:53

TECHNICIAN COMMENTS ON REPAIRS **HOLD OVER: YES**

Left Front Tire
_____/ 32" inner
_____/ 32" middle
_____/ 32" outer
_____/ 32" avg. (2.5)
_____ psi

Left Rear Tire
_____/ 32" inner
_____/ 32" middle
_____/ 32" outer
_____/ 32" avg.
_____ psi

Right Front Tire
_____/ 32" inner
_____/ 32" middle
_____/ 32" outer
_____/ 32" avg.
_____ psi

Right Rear Tire
_____/ 32" inner
_____/ 32" middle
_____/ 32" outer
_____/ 32" avg.
_____ psi

1
CAUSE OF PROBLEM: Hears Popping noise when Braking - Front Rotors warped
CORRECTION OF PROBLEM: Performed machine Rotors and Lube Pad - T91 T299 Applied
WARRANTY PARTS RETURNED
RECEIVED BY
PARTS RETURNED TECH
FLAG SHEET

2
CAUSE OF PROBLEM: Found Front Rotors worn out
CORRECTION OF PROBLEM: Replaced Rotors and Pads per Toyota Guidelines
WARRANTY PARTS RETURNED
RECEIVED BY 473025A
PARTS RETURNED TECH
FLAG SHEET

3
CAUSE OF PROBLEM
CORRECTION OF PROBLEM
WARRANTY PARTS RETURNED
RECEIVED BY
PARTS RETURNED TECH
FLAG SHEET

4
CAUSE OF PROBLEM
CORRECTION OF PROBLEM
WARRANTY PARTS RETURNED
RECEIVED BY
PARTS RETURNED TECH
FLAG SHEET

OPEN CRT VOL _____
STATE OF CHG _____
BATTERY CODE _____

BRAKE % TIRES
FRONT _____ G F P
REAR _____ G F P

ROTOR THICKNESS
LF _____
RF _____
LR _____
RR _____

	NECESSARY REPAIRS (Cont.)	LABOR HRS	PARTS $	IN STK	SOP	TOTAL	AUTHORIZED YES	AUTHORIZED NO
1								
2								
3								
4								
5								
6								
7								
8								
9								

DK503900 Q

TOY-RQ-05D-00001003

TO OUR CUSTOMERS

CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB.

Your labor charges are predetermined by the type of work that you request. Often, these charges may not reflect actual time expended in repairing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!

★ HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.

LIMITED WARRANTY

For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.

Vehicles are subject to a storage fee of $15.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.

5,000 Mi. Service	Minor Service	Intermediate Service	Major Service	Oil and Filter Change	Cabin Air Filter	Spark Plugs	Timing Belt	Water Pump	Engine Air Filter	Drive Belts	Windshield Wipers	Four Wheel Alignment	Wheel Balance	Fuel Injection Service	Power Steering Fluid Exchange	Brake Fluid Exchange	Transmission Fluid Exchange	Front Brakes	Rear Brakes	Battery	Replace Tires	Decline
1																			20	21	22	23

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

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE

METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK UP TO $1,200.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECHECK
2) VALID CALIFORNIA DRIVERS LICENSE AND CHECK GUARANTEE CARD
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

© 1994 [illegible]

PG 1 OF

INSTRUCTIONS ON WORK TO BE DONE

GUEST STATES WHEN BRAKING HEARS A TAPPING NOISE FROM FRONT AREA

COMPLETED

MILES OUT

24,600

THIS IS YOUR ESTIMATE

ORIGINAL ESTIMATE $	HAZ. WASTE HNLG. & DISP.	TOTAL ESTIMATE $
REVISED ESTIMATE $		ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
2ND REVISED ESTIMATE	HAZ. WASTE HNLG. & DISP.	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agrees that Keyes Lexus is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond the control of Keyes Lexus or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. The undersigned hereby grants Keyes Lexus and/or its employees permission to operate the vehicle hereinabove described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto. If Keyes Lexus commences legal action against the undersigned to enforce the terms of this agreement, the undersigned agrees to pay Keyes Lexus attorney's fees and costs incurred therein. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $15.00 per day will be made for each day thereafter.

PLEASE READ REVERSE SIDE.
ALL PARTS INSTALLED ARE NEW UNLESS INDICATED OTHERWISE.

AUTHORIZED BY X

RO 35146 [redacted] CA [redacted] SVC ADV: 605 LANA STEGER

[redacted]

08 **VIN: JTHBJ46G6 82[redacted]

LEXUS ES350 COL CD: 08U0

408 SDN TRIM: LA05

LICENSE: CA [redacted] BLUE CAR

MFG CODE: 60419 SVC DLR: 60419 SLM: 13

LOS ANGELES
CA [redacted]
LOS ANGELES

IN-SVC: 051608 SOLD:051608

ODOMETER: LAST: 24159 CURRENT: 24598

AVG PER DAY: 53 PER MONTH: 1590

CELL: [redacted]
WORK:

ENGINE: 2GRA399592 DIST CODE: LEX

WARNING: POSSIBLE RECHECK [illegible]/12/09

MODEL# 9000

08/20/09 09:44:5

****PROMISED DATE: 08/20/09 TIME: 1700 ***

TO REORDER FORMS OR SUPPLIES CALL 1-800-[illegible] BOX 76214

Legal

RECEIVED
DEC 11 2009
LEXUS LEGAL DEPT.

December 7, 2009

Ms. [redacted]
Torrance. Ca[redacted]

Toyota Motor Sales
Claims Mail Drop, HQ
11 South Western Avenue
Torrance, Ca 90501

DEC 15 2009
National
Customer Satisfaction

To Whom It May Concern:

RE: UNEXPLAINED ACCELERATION

This letter is in regards to my 2008 Lexus, ES-350.

On December 6, 2008, I encountered a frieghtning experience while driving my car on the 405 freeway.

I was waiting to ease onto the freeway after the car ahead of me entered on. I pulled up to be the next car when the light turned green, when my car made a noise like the engine was purring up. My car shot off in front of an 18 wheeler going at an enormously high speed. I tried pressing on the breaks to decrease the speed, but the car was increasing in speed instead of decreasing. I was pressing on the horn alerting the cars ahead. The speedometer was over 100 miles. I continued holding on and pressing on the breaks. All the time, asking God to please help me. The car eventually dropped down to 80 plus miles and after a while dropped in the 60 miles per hour range and gradually into the 40 miles per hour range.

I pulled over when able to and called the Lexus dealership in Van Nuys where I purchased the car. I explained what happened to the service representative and she appologized saying, "Sorry that happened to you". She advised me to bring the car in for servicing and that they would immediately assist me.

Upon arriving at the dealership, they immediately took the car. After inspecting the vehicle, I was told that maybe the floor mats was the problem because the computer did not store any trouble code for the problem I stated I had just encountered.

I beg the differ because my floor mats are designed with a safety hook to keep the floor mats locked in place.

The car has never accelerated again since than, but in the back of my mind, I wonder if it will happen again and if the car is safe.

On November 8, 2009, in the Sunday Los Angeles Times, I read an article entitled "Runaway Toyota Cases Ignored".

Just as the incidents in the article explained what happened (Cars Accelerated), the same thing happened to me. The only difference is that I lived to tell about it (I have the work order sheet as verification which indicates the date of my incident).

I would really like for Toyota to take this vehicle back and replace it with one that does not have a recall problem.

I am requesting that someone contacts me from Toyota to futher discuss this matter. My contact

telephone number is [redacted]

Let me thank you in advace for your prompt attention in this matter.

I look forward to hearing from you in the near future.

Sincerely,

[redacted]

[redacted]

EASTERN AREA

open

TOY-RQ-05D-00001007

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-O9G4A	12/11/2009 11:12:04 AM / Call - Inbound	Done	GIBSONT5 / Southern Rep	Mr. [redacted] office or [redacted] cell called on behalf of his spouse and advised that he will be the primary contact person for the concern. Cust sts that the veh is currently at the dlr and he was advised to contact LCS to request and FTS inspection for hesitation when he presses the accelerator pedal. Cust sts that the vehicle accelerates on its on after he experiences the hesitation from pressing on the gas pedal. Apol for cust dissatisfaction and advised that I have documented his request and a dept specialist will f/u in 2 b/d's. Thanked cust.			12/11/2009 11:19:42 AM
1-PCL14	12/15/2009 01:02:40 PM / Request Action	Done	VICKI / Dealer CRM	2007 ES 350- Hestitation cncrns To: Prestige Lexus Pls rvw and adv why cust was referred to LCS for FTS inspection. Pls adv what action dlr has taken. Pls adv if the dlr was able to duplicate the cust cncrns. Pls adv dlrs position. Thank you!	The procedure in policy has changed that the FTS involvement to substantiate dealers findings must be requested by the customer to LCS to get an FTS inspection. Customers car is here since last Friday and dealer doesn't want to assume liability for inspection due to the sensitivity of customer concern. dealer is unable to duplicate or substantiate customers concerns	12/17/2009 01:05:00 PM	12/15/2009 02:30:46 PM
1-PCL9B	12/15/2009 02:28:53 PM / Call - Inbound	Done	KIYANA / Eastern Rep	SM sts that the cust is adv that the veh accelerated unitentionally. Dlr sts that there were no floor mats in the veh. SM sts that the dlr has inspected the veh and found the veh to be within specs.Thanked SM.			12/15/2009 03:09:29 PM
1-PCLGI	12/15/2009 04:53:53 PM / Call - Inbound	Done	KIYANA / Eastern Rep	Called cust at [redacted] to f/u with the cust cncrns. L/m for cust. ****If cust calls pls adv cust that I am the dept specialist researching the cust cncrns. Adv cust that I am in the process if researching the cncrns and will f/u once more info is avail. Thank you!			1/8/2010 11:22:25 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00001008

Case Activity Report

Case # : 0912119076 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 1/8/2010 11:22:25 AM

Case Title : PRODUCT ; ABNORMAL CONDITION ; ENGINE- POWERTRAIN ; DRIVING RESPONSE

CUSTOMER INFORMATION

NAME :	[redacted]
ADDR1 :	[redacted]
ADDR2 :	
CITY, STATE, ZIP :	FORT LEE NJ [redacted]
COUNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	

VEHICLE INFORMATION

VIN :	JTHBJ46G572[redacted]
MODEL YR. :	2007
MODEL :	ES 350
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	62904 LEXUS OF ENGLEWOOD
DOFU :	07/31/2006
CURRENT MONTHS :	40
CURRENT MILES :	28000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	In Progress
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	KIYANA
CREATED DATE :	12/11/2009 11:18:51 AM
CREATED BY :	GIBSONT5
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	
CLOSED BY :	
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	62903 PRESTIGE LEXUS
REGION CODE - NAME :	33 - Eastern Area
DISTRICT :	02
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

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TOY-RQ-05D-00001009

FILE START

State Farm Insurance Companies

P. O. Box 2350
Bloomington, IL 61702-9823
Fax: 888-309-8608

December 15, 2009

Toyota Motor Company
Claims Dept. HQ11
19001 South Western Ave
Torrance, CA 90501

RECEIVED
DEC 21 2009
LEGAL DEPT.

RE: Your Claim #: NHTSA recall number 09V388000
Your Insured: 2008 Toyota Tacoma Prerunner
VIN: 5TEJU62NX8Z[redacted]
Unwanted Acceleration
Your Policy #: [redacted]
Our Claim # : [redacted]
Our Insured : [redacted]
Date of Loss: December 7, 2009
Accident Loc: W. Sherman And Spencer
Bethalto, IL

Dear Claims:

We have been informed that you are the insurance carrier for 2008 Toyota Tacoma Prerunner. Our investigation of this accident establishes that your insured, 2008 Toyota Tacoma Prerunner, was responsible for this accident.

Please accept this letter as notice of our subrogation rights. Should we make payment(s) under our policy, we will be looking to you for reimbursement.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Sincerely,

Connie R. Smith
Claim Representative
State Farm Mutual Automobile Insurance Company
(618) 343-8697

FILE START

Case Activity Report

Case # : 0912133327 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 12/21/2009 03:20:53 PM

Case Title : PRODUCT ; ABNORMAL CONDITION ; GAS PEDAL/LINKAGE- ENGINE ; EASE OF USE

CUSTOMER INFORMATION

NAME :	[redacted]
ADDR1 :	[redacted]
ADDR2 :	
CITY, STATE, ZIP :	MANHASSET NY [redacted]
COUNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	[redacted]

VEHICLE INFORMATION

VIN :	JTJHY00W594[redacted]
MODEL YR. :	2009
MODEL :	LX 570
GRADE :	(V8) 4X4
MODEL NUMBER :	9620
ENGINE :	2UZ
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	63102 LEXUS OF MASSAPEQUA
DOFU :	09/21/2008
CURRENT MONTHS :	15
CURRENT MILES :	12000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	BRACKEG
CREATED DATE :	12/21/2009 03:20:22 PM
CREATED BY :	BRACKEG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	12/21/2009 03:20:53 PM
CLOSED BY :	BRACKEG
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	63102 LEXUS OF MASSAPEQUA
REGION CODE - NAME :	33 - Eastern Area
DISTRICT :	03
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	0

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-Q3RAF	12/21/2009 03:04:02 PM / Call - Inbound	Done	BRACKEG / Eastern Rep	FLOOR MATS Cust sts the veh accelerated on it's own. Cust sts the veh would not brake. Cust sts there was nothing under the pedals. Cust sts they used the e-brake and neutral to get the veh to stop. Cust sts it the rpm meter was still going up once they had stopped the veh. Cust sts they have now been adv the brakes are			12/21/2009 03:20:47 PM

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TOY-RQ-05D-00001014

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				melted and need to be replaced. Cust sts the dlr has adv they do not know what happened but there is something wrong with the veh. Cust sts she does not want to be put back in the veh. Cust sts she is terrified. Cust sks to be put into a new veh. LCS apol and adv cust a dept rep would research and f/u in 2 b/d. Cust thanked. LCS thanked cust. ***Please call cust with a Spanish interpreter***			

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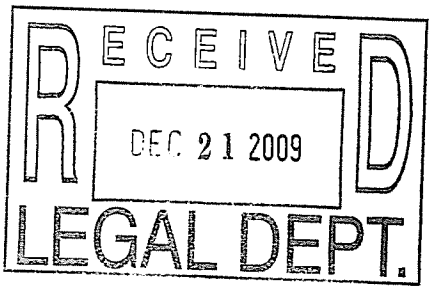
TOY-RQ-05D-00001015

FILE START

[redacted]

[redacted]

Practice Limited to Pediatrics and Adolescents
Fellows of the American Academy of Pediatrics



December 18, 2009

LMS Claims Department
1900 S. Western Avenue
Mail Drop HQ11
Torrance, CA 90501

To Whom It May Concern:

Your representative has asked me to document to you my 2007LS (VIN Code JTHBL46FX75[redacted] problem. This car is now my fourth or fifth Lexus and I have always been a pleased customer. On two occasions my LS has surged from a stop at a red light. The car required breaking and yet would not stop surging till placed in neutral gear. On both occasions the representative at the local dealer said nothing was found mechanically wrong with the car. I know your current issue is with non-LS models. I need to make you aware of my concern of my LS problem and hope for some cure.

Thank you for your attention to this problem.

Yours truly,

[redacted]

[redacted] Santa Ana, CA [redacted] • FAX [redacted]

[redacted]

DEN REGION

TOY-RQ-05D-00001018

Case Activity Report

Case # : 0912135529 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Toyota **Case/Activity Last Updated :** 1/27/2010 08:02:08 AM

Case Title : PRODUCT ; FCRP ; DRIVEABILITY ; DRIVING RESPONSE

CUSTOMER INFORMATION

NAME :	[redacted]
COMPANY NAME :	
ADDR1 :	[redacted]
ADDR2 :	
CITY, STATE, ZIP :	GILBERT AZ [redacted]
COUNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	[redacted]

VEHICLE INFORMATION

VIN :	5TETU62N65Z[redacted]
MODEL YR. :	2005
MODEL :	TACOMA PRERUNNER
GRADE :	(V6)
MODEL NUMBER :	7164
ENGINE :	1GR
TRANSMISSION :	5ECT
SELLING DEALER CODE & NAME :	02036 CAMELBACK TOYOTA
DOFU :	07/26/2005
CURRENT MONTHS :	53
CURRENT MILES :	24000
INCIDENT MILES :	24000
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	ROSED
CREATED DATE :	12/22/2009 04:35:21 PM
CREATED BY :	MORANOD
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	1/27/2010 08:02:08 AM
CLOSED BY :	ROSED
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	02036 CAMELBACK TOYOTA
REGION CODE - NAME :	15 - Denver
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	
DISTRICT :	

CLOSING SUMMARY

CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	0

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-Q90LD	12/22/2009 04:26:20 PM / Call - Inbound	Done	MORANOD / Tier 2A Rep	FLOOR MATS Prev Case: 0911126762: sts he removed the floor mats on Nov 17 th. sts he has not been to a Toy dlr yet to have the unintended acceleration diag. sts that on 12/22/09 at 2 pm Mst, he was the only occupant and was coming to a stop sign and was stopped. sts that as he took his foot off the brake the veh had			12/22/2009 04:42:40 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00001019

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				unintended acceleration. sts the veh started to go about 1-5 mph and when the veh started to move and went 4-5 feet he hit the brakes as he went in to the intersection. sts he rec the floor mat letter and did take the floor mats out in Nov. sts he would like a c/b from Toy even thought he was not in an accident sooks to have a c/b from Toy corp and to adv Toy that he wants to know why this is happening. ncr;apol,adv he should have the veh diag at a Toy dlr but did adv a 1 b/d c/b, Confirmed cust information and added (verified) phone number, case number			
1-QABSM	12/23/2009 09:37:56 AM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	+OUTBOUND CUST CALL+ NCR called cust @ day # [redacted] & cust not avail.NCR received automated message for cust & unable to leave message as customer is not in directory.		12/23/2009 09:38:00 AM	12/23/2009 05:24:42 PM
1-QCGEQ	12/23/2009 05:24:43 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	+OUTBOUND CUST CALL+ NCR called cust @ day # [redacted] & cust not avail.NCR received automated message for cust & unable to leave message as customer is not in directory.		12/24/2009 05:24:00 PM	12/24/2009 10:16:49 AM
1-QCSNB	12/24/2009 10:16:50 AM / Letter -	Done	VASQUEL / Tier 2B Rep	NCR mailed out IN20			12/24/2009 10:17:29 AM
1-QCSNK	12/24/2009 10:17:32 AM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	close if cust does not c/b		12/30/2009 10:17:00 AM	12/29/2009 07:13:03 AM
1-QHWVJ	12/28/2009 01:44:45 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	Cllr sts wants to talk to case mgr. Sts was told that he was going to get a call within 04 hours. Ncr apol & adv that case mgr is not available. Ncr adv c/b EOB 1 day. cllr sts would like a call at [redacted]			12/29/2009 07:12:22 AM
1-QK047	12/28/2009 02:04:33 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	Cust sts he trying to contact his CM sts he has a busy day tomorrow and would be very grateful for c/b today. NCR apologized adv can't guarantee c/b today/ Cust thanked request c/b @ [redacted]			12/29/2009 07:11:39 AM
1-QLGL3	12/29/2009 07:13:15 AM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	FCRP OUTGOING CALL TO CUST NCR clld cust to obtain veh info. [redacted] driver & registered owner) provided info in legal tab and following info:			12/29/2009 07:49:31 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00001020

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Veh accelerate on it's own 3x. 1 - he was slowing at an intersection, going approx 5-10 mph, and veh started accelerating while he was on the brake. He pumped the brakes and steered to the shoulder, away from veh in front of him. He was able to stop the veh w/o incident. 2 - he was stopped at an intersection and veh surged when he pressed the brakes. He was able to stop veh w/o incident. He removed/unclipped the factory carpet mats. 3 - veh surged while stopped at an intersection; his foot was on the brake pedal. He did not press the accelerator at the same time. He pressed harder on brake and shifted veh into neutral. The floor mats were not an issue in either incident. He fls there is something causing veh to suddenly surge forward and he is sure it is not his foot on the accelerator and the brake. He did not take veh to dlr for inspection. There have been no injuries as o result of either incident. He wants Toy to insp veh to determine cause for sudden acceleration. NCR apol & adv concerns documented at Hq; adv will forward request to region office for c/b within 3 b/d; adv veh must be in original cond for inspection; adv inspection will usually take place within 15 days & will receive response from toy within 30 b/d. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.			
1-QMBTX	12/29/2009 03:43:43 PM / Research	Done	HANSENJ1 / CRA	Reg has rec'd new FCRP case & will assign this activity to the FTS. FTS will cont cust & sched insp appt. FTS will doc date/time/location of insp in the resp field below.	Reg tech trng mgr spoke to [redacted] this morning, & let him know FTS will be scheduling an inspection in January (most likely between the 19 and 22). The customer would like to have the inspection at Big Two and		1/4/2010 03:28:15 PM

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TOY-RQ-05D-00001021

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
					will drop off the vehicle the evening before. Good contact times are 12:10-12:40 pm and after 3:15pm. Reg adv cust that FTS would have a scheduled date for him during the first week of the year. 1/4/09: FTS contacted customer [redacted] on 1/4/2010 at 4 p.m. FTS requested to inspect the vehicle on 1/21 or 1/22/2010. Customer requested an inspection on 1/21 at Big Two Toyota since it is closer to his work. Customer indicated to the FTS that he will drop the vehicle off at the dealer on the evening of 1/20/2010 for the FTS inspection on the morning of 1/21/2010. FTS agreed and will follow-up with the results of the inspection to the customer via phone on 1/21/2010.		
1-T8I9H	1/22/2010 06:31:58 PM / Inspection	Done	CHAMBEJ1 /	FTS inspected the vehicle at Big Two Toyota on 7/21/2010.	PRIVILEGE		1/22/2010 06:49:43 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00001022

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				PRIVILEGE	PRIVILEGE		
1-TS1ZX	1/27/2010 07:57:03 AM / Call - Inbound	Done	ROSED /	PRIVILEGE PRIVILEGE Results of inspection were communincated to customer by FTS on 01/21/10. Customer is seeking a response from TMS - Legal. FCRP docs/pics forwarded to Lgl Clm Invest by Region Arb Adm 01/27/10, via e-mail.			1/27/2010 08:01:57 AM

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TOY-RQ-05D-00001023

TOYOTA

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

January 29, 2010

[redacted]
Gilbert, AZ [redacted]

RE:	**Vehicle:**	**2005 Toyota Tacoma**
	VIN:	**5TETU62N65Z**[redacted]
	Date of Incident:	**December 22, 2009**

Dear Mr. [redacted]

This letter is in response to your recent communication with our national Customer Experience Center in regards to your incident with unattended acceleration.

Your vehicle was inspected by one of our Field Technical Specialists on January 21, 2010 at Big Two Toyota in regards to your concern. During the inspection, the vehicle was test driven and performed correctly at all times. Both the throttle and brake systems were evaluated and no defects were found.

In order for an incident as a result of unintended acceleration to occur, there would have to be a simultaneous failure of two totally independent systems, namely the brake and the throttle systems. Our inspection confirmed that both these systems were fully functional.

We are very sorry about your incident, however, based on our inspection it has been determined that this incident was not the result of any type of manufacturing defect with your vehicle.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Debbie Core
Sr. Legal Assistant

TOYOTA

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

January 27, 2010

[redacted]
Gilbert, AZ [redacted]

RE: **2005 Toyota Tacoma – 5TETU62N65Z[redacted]**
Date of Loss: N/A

Dear Mr. [redacted]

We write in response to your inquiries to our national Customer Experience Center.

As you may know, on 01/21/10, a Toyota representative performed a technical inspection of your vehicle at Big Two Toyota, Chandler, AZ. The results of this inspection have been forwarded today to our Legal Department at Toyota's national headquarters. We understand you have requested a response from our Legal Department.

We appreciate the opportunity to address your concerns. 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 #0912135529.

Sincerely,

Denice M. Rose
Regional Arbitration Administrator

dr

FILE START

SPIRO MOSS LLP

Attorneys at Law

11377 W. Olympic Boulevard • Fifth Floor • Los Angeles, California 90064-1683

Telephone (310) 235-2468 • Fax (310) 235-2456

RECEIVED

JAN - 4 2010

LEGAL DEPT.

December 28, 2009

Toyota Motor Sales, U.S.A., Inc.
Toyota Motor North America, Inc.
Toyota Motor Manufacturing,
California, Inc.;
Toyota Motor Engineering & Manufacturing
North America, Inc.;
c/o C T Corporation System
818 West Seventh Street
Los Angeles, CA 90017

Toyota Motor Sales, U.S.A., Inc.
Toyota Motor North America, Inc.
19001 South Western Ave.
Torrance, CA 90501

Toyota Motor Manufacturing,
California, Inc.
45500 Fremont Blvd., Fremont, CA 94538

Toyota Motor Engineering & Manufacturing
North America, Inc.
25 Atlantic Ave. Erlanger, KY 41018

To Whom It May Concern:

This firm represents [redacted] Mr [redacted] purchased a 2009 Toyota Camry and still owns it. This is to notify you that your companies, which we refer to as Toyota, have breached their express and implied warranties of the Camry.

Mr. [redacted] s purchase of the car carries with it an implied warranty by Toyota that it was and is fit for the ordinary purposes for which such vehicles are used.

Also, Toyota had reason to know it was and is required for safe transportation, and Mr. [redacted] was relying on the skill and judgment of Toyota to select and furnish vehicles suitable for that purpose. Therefore, Mr. [redacted] s purchase carried with it an implied warranty by Toyota that the Camry was and is fit for that purpose.

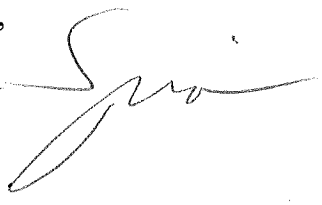
Also, Toyota gave Mr. [redacted] an express warranty that, among other things, the Camry was "built to exceptional standards," and warranted the powertrain, engine, transmission/transaxle, and other components of the powertrain for 60 months/60,000 miles.

Toyota breached all of these warranties primarily because the Camry has a defective condition that causes unintended acceleration.

All of ths is also true for all those who purchased or leased any of model year 2002 - 2010 Toyota vehicles. This means all model year 2002 - 2010 vehicles of the Toyota brand, including Prius, and all model year 2002 - 2010 vehicles of the Lexus brand. By "vehicles" we mean to include cars, trucks, SUVs, and crossovers.

That is, Toyota made the same implied and express warranties to all of those who purchased or leased any of these vehicles, and Toyota breached the warranties primarily because the vehicles have a defective condition that causes unintended acceleration.

Sincerely,



Ira Spiro

SPIRO MOSS LLP

Attorneys at Law
11377 W. Olympic Boulevard • Fifth Floor • Los Angeles, California 90064-1683
Telephone (310) 235-2468 • Fax (310) 235-2456

December 28, 2009

Toyota Motor Sales, U.S.A., Inc.
Toyota Motor North America, Inc.
Toyota Motor Manufacturing,
California, Inc.;
Toyota Motor Engineering & Manufacturing
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c/o C T Corporation System
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Torrance, CA 90501

Toyota Motor Manufacturing,
California, Inc.
45500 Fremont Blvd., Fremont, CA 94538

Toyota Motor Engineering & Manufacturing
North America, Inc.
25 Atlantic Ave. Erlanger, KY 41018

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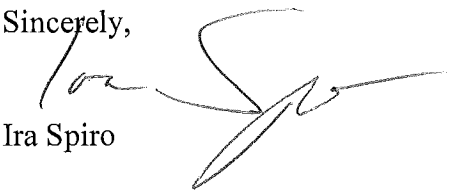
Sincerely,



Ira Spiro

FILE START

Case Activity Report

Case # : 1001102516 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 1/19/2010 05:19:42 PM

Case Title : PRODUCT ; ABNORMAL CONDITION ; TRANSFER CASE- POWERTRAIN ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

NAME :	[redacted]
COMPANY NAME :	
ADDR1 :	[redacted]
ADDR2 :	
CITY, STATE, ZIP :	NEW HOPE PA [redacted]
COUNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	[redacted]

VEHICLE INFORMATION

VIN :	2T2HK31U47C[redacted]
MODEL YR. :	2007
MODEL :	RX 350
GRADE :	(V6)
MODEL NUMBER :	9424
ENGINE :	3MZ
TRANSMISSION :	5ECTI
SELLING DEALER CODE & NAME :	63702 THOMPSON LEXUS
DOFU :	06/30/2006
CURRENT MONTHS :	42
CURRENT MILES :	39000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	In Progress
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	NUMATAC
CREATED DATE :	1/4/2010 01:47:16 PM
CREATED BY :	BRACKEG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	
CLOSED BY :	
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	63702 THOMPSON LEXUS
REGION CODE - NAME :	33 - Eastern Area
DISTRICT :	04
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

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TOY-RQ-05D-00001032

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-QTYUD	1/4/2010 01:41:30 PM / Call - Inbound	Done	BRACKEG / Eastern Rep	FLOOR MATS Cust sts she experienced a brief surge while driving. Cust sts she was reversing and switched to drive and the veh surged forward. Cust sts she never lost control but was adv by the dlr to contact Lexus. Cust sts the dlr adv Lexus may want to investigate. Cust sts she may have done something, but she wasn't sure. Cust sts her veh is currently at the dlr. LCS apol and adv a dept rep would research and f/u in 2 b/d. Cust thanked. LCS thanked cust.			1/4/2010 01:47:51 PM
1-QW7R9	1/4/2010 04:38:19 PM / Request Action	Done	63702SW6 / Dealer CRM	Dan, Customer is stating that her veh surged ahead and she was advised to call LCS by your dealership. Has the vehicle beeni inspected? Carolyn	Carolyn, The car has not been inspected by area FTS. Waiting for inspection before we proceed. Dan		1/5/2010 05:00:13 AM
1-R3ZCN	1/5/2010 05:07:08 PM / Request Action	Done	ZAGAMIM / Eastern Rep	Please make the 1st call out to customer. Thank you!			1/6/2010 01:44:47 PM
1-R86YU	1/6/2010 01:42:39 PM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Clld cust at ([redacted] and spoke with cust. I adv that Carolyn Numata is the dept specialist looking into cust concern, and that Carolyn is actively researching cust concern with the dlr. I adv that Carolyn will f/u when she has more information. Cust thanked.			1/6/2010 01:44:36 PM
1-REJ83	1/7/2010 04:40:11 PM / Email - Outbound	Done	NUMATAC / Eastern Rep	Emailed SM for status.			1/7/2010 04:40:27 PM
1-SKMUW	1/19/2010 01:27:20 PM / Research	Done	NUMATAC / Eastern Rep	Veh insp on 1/12 and report forwarded to legal for written response to customer.			1/19/2010 01:27:50 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00001033

FILE START

Wolverine Mutual Insurance Company
One Wolverine Way PO Box 530 Dowagiac MI 49047
269-782-3451 Fax 888-298-4522

December 16, 2009

Toyota Corporation
C/O Lake Shore Toyota
244 Melton Rd
Chesterton IN 46304

DEC 2 3 2009

RECEIVED
JAN - 7 2010
LEGAL DEPT.

RE: Cl# [redacted]
Date of Loss: 12-2-09
Our insured: [redacted] 2006 Toyota Avalon, #114104

To Whom It May Concern:

This letter will serve as our notice of subrogation to you and to advise you that upon conclusion of our investigation and payment, our supporting documents will be forwarded to you.

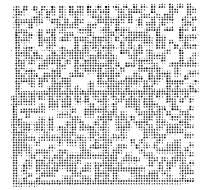
If you have any questions or need to inspect the vehicle before its disposal, please call me at 800-733-3320, Ext. 3152

Sincerely,

Jeffrey Collins
Claim Representative

Wolverine Mutual Insurance Company
One Wolverine Way
P.O. Box 530
Dowagiac, Michigan 49047-0530

[redacted]



049J82052284
$00.44⁰
12/17/2009
Mailed From 49047
US POSTAGE

EF12

Toyota Corporation
Legal Department
19001 S. Western Avenue
Torrance, CA 90501

90501$1106 C031

TOY-RQ-05D-00001036

Wolverine Mutual Insurance Company

One Wolverine Way - PO Box 530 - Dowagiac, MI 49047 - (269) 782-3451 • FAX: (888) 298-4516

PLEASE DELIVER THE FOLLOWING TO:

DATE 1/6 TIME

TO Connie Saloas FAX # 310-974-5612

COMPANY Toyota Motor Credit

FROM Jeff Collins

CLAIM DEPT FAX 888-298-4522
DATA PROCESSING FAX 888-298-4538
GENERAL FAX 888-298-4516
UNDERWRITING DEPT FAX ... 888-298-4553

RE Claim # [redacted]

TOTAL PAGES (Including Cover Sheet) 7

NOTES:

Per your request.

INDIANA OFFICER'S STANDARD CRASH REPORT

Electronic Version

Page 1 of 4

901224527

Local ID: 0936868

Date of Crash	Day of Week	Actual Local Time	County	Township	# Motor Vehicles	# Injured	# Dead	# Commercial Vehicles	# Deer
12/02/2009	Wed	8:39 AM	PORTER	LIBERTY	1	0	0	0	0

Road Crash Occurred On	Nearest/Intersecting Road/Mile Marker/Interchange	If not an intersection, number of feet from	Direction	Road Classification
298 W US 6 HWY				OTHER

Inside Corporate Limits?	City/Town or Nearest City/Town	Property?	Crash Latitude	Crash Longitude
NO	VALPARAISO	PRIVATE		

Driver #1	Driver #2	Driver #3	Driver #4
[redacted]			

Driver Contributing Circumstances	Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4
Alcoholic Beverages					
Illegal Drugs					
Prescription Drugs					
Driver Asleep or Fatigued					
Driver Illness					
Unsafe Speed					
Failure to Yield					
Disregard Signal					
Left of Center					
Improper Passing					
Improper Turning					
Improper Lane Usage					
Following Too Closely					
Unsafe Backing					
Overcorrecting					
Ran off Road					
Wrong Way on One Way					
Pedestrian's Action					
Passenger Distraction					
Restriction Violation					
Jackknifing					
Cell Phone Usage					
Other Telematics					
Driver Distracted					
Speed/Weather Conditions					
Unsafe Lane Movement					
Other	✓	✓			
None					

Vehicle Contributing Circumstances	Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4
Engine Failure or Defective					
Accelerator Failure or Defective		✓			
Brake Failure or Defective					
Tire Failure or Defective					
Headlight(s) Defective or Not On					
Other Lights Defective					
Steering Failure					
Window/Windshield Defective					
Oversize/Overweight Load					
Insecure/Leaky Load					
Tow Hitch Failure					
Other					
None					

Environment Contributing Circumstances	Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4
Glare					
Roadway Surface					
Holes/Ruts in Surface					
Shoulder Defective					
Road Under Construction					
Severe Crosswinds					
Obstruction Not Marked					
Lane Marking Obscured					
View Obstructed					
Animal/Object in Roadway					
Traffic Ctl Inop/Missing/Obscure					
Utility Work					
Other					
None	✓				

Area Information

Hit and Run	NO
School Zone	NO
Rumble Strips	NO
Locality	RURAL
Light Condition	DAYLIGHT
Weather Conditions	CLOUDY
Surface Condition	DRY
Type of Median	NONE
Type of Roadway Junction	NO JUNCTION INVOLVED
Road Character	NON-ROADWAY CRASH
Roadway Surface	ASPHALT
Construction	NO
If Yes, Construction Type	
Traffic Control Devices	NONE
Traffic Control Device Operational?	NA

Total Estimate of all damage in the Crash: $25001 TO $50000

Was this crash the result of aggressive driving? NO

Other Property Damage (1)	State Property	Owner's Name and Address	
STORE FRONT	NO	FAMILY EXPRESS	213 S ST RD 49 VALPARAISO IN 46383
Other Property Damage (2)	**State Property**	**Owner's Name and Address**	
MERCHANDISE DISPLAY	NO	FAMILY EXPRESS	213 S ST RD 49 VALPARAISO IN 46383

Witness/Other Participant

✓ Witness / Other Participant	# 1	Name	[redacted]
Address etc.	[redacted] DAHLONEGA GA [redacted]		
Phone #	[redacted]	Location at Time of Crash	IN FAM EXPRESS LOT NW OF ACC
Witness / Other Participant	#	Name	
Address etc.			
Phone #		Location at Time of Crash	

Non-Motorist

(Last Name, First Name, MI)	
Non-Motorist Type	Non-Motorist Action
Apparent Physical Condition	
Cited? / Direction	
Street/Highway	
Traffic Control?	If yes, was traffic control operational?

Local ID
0936866

Type of Crash	HEAD ON

Time Notified	Time Arrived	Other Location of Investigation
8:53 AM	8:57 AM	AT SCENE ONLY

Assisting Officer	ID No.	Agency	Investigation Complete?	Photos Taken?
VANKLEY	92	PORTER SD	YES	YES
Assisting Officer	**ID No.**	**Agency**	**Date of Report**	
HUGUNIN	96	PORTER SD	12/02/2009	
Investigating Officer	**ID No.**	**Agency**	**Reviewing Officer**	
GUSIC, J	111	PORTER SD	CAPT G GONZALEZ	

Narrative

D1 stated she was driving north through the parking lot of the Family Express, 298 W. US 6. D1 made a, -U- Turn while she began to brake and began to travel south. The vehicle accelerated unintentionally and D1 began to steer V1 to the right (west) in an effort to avoid the building. D1 was unable to avoid impact and struck the northwest corner of the Family Express. D1 further stated that a recall had been implemented for her vehicle, stating that there were problems with the accelerator.

W1 Stated: he arrived at the scene of the accident and approached the driver's side of V1. The car was stationary with the engine still running fast. D1 advised W1 that she was not hurt and then shut the engine off. W1 then assisted D1 out of the vehicle.

Evidence shows: V1 traveled south in an attempt to park in a designated parking space (third from the western most space). V1 traveled southwest and onto the sidewalk before impacting the northwest corner of the building. Further inspection of the scene revealed that the engine of V1 was off but the transmission was still in drive. There was a black tire mark on the side walk from V1, this mark was caused by the front passenger side tire spinning quickly, but not traveling forward after striking the building located at 298 W US HWY 6.

UNIT INFORMATION

Local ID: 0936886

901224527

Driver's Name (Last, First, MI): [redacted]

Address (Street, City, State, Zip): [redacted]

HOBART IN 46342

Date of Birth: [redacted] | Age: 75 | Gender: FEMALE

Driver's License #: [redacted] | Lic Type: OP | CDL Class: | Lic State: IN

Apparent Physical Status: [x] Normal; [ ] Had Been Drinking; [ ] Handicapped; [ ] Ill; [ ] Asleep/Fatigued; [ ] Drugs/Medication; [ ] Unknown

Restrictions: [x] Glasses/Contact Lenses; [x] Outside Rearview Mirror; [ ] Daylight Driving; [ ] Automatic Transmission; [ ] Special Controls; [ ] Employment Only; [ ] Motorcycle Only; [ ] To/From Employment; [ ] Employer's Vehicle Only; [ ] State-Owned Vehicles; [ ] PP Chauffeurs Taxi Only; [ ] Power Steering; [ ] Special Restrictions; [ ] Probation DWI; [ ] Probation HTO; [ ] None

Test Given: NONE | Type Given: [ ] Blood [ ] Urine [ ] Breath [ ] SFST [ ] PBT

Alcohol Results: PBT: | Certified Test: [ ] Pending | Drug Results:

Veh#	Color	Vehicle Year	Make	Model	Style
1	BLUE	2006	Toyota	AVALON	4D

# Occupants	Lic Year	License #	License State
1	2009	[redacted]	IN

# Axles	Speed Limit	Insured By	Phone Number
2	NA	WOLVERINE MUTUAL INSURANCE CO	219-769-6668

Vehicle Identification #: 4T1BK36B76U[redacted]

Registered Owner's Name (Last, First, MI): [redacted] [ ] Same as Driver

Address (Street, City, State, Zip): [redacted]

HOBART IN 46342

Towed? YES | To CHESTERTON | By JOES TOWING | Due to Disabling Damage

Lic State	Lic Year	Registered Owner's Name (Last, First, MI)	Same as Driver
			[ ]

License #: | Address (Street, City, State, Zip):

Veh Year: | Make:

Lic State	Lic Year	Registered Owner's Name (Last, First, MI)	Same as Driver
			[ ]

License #: | Address (Street, City, State, Zip):

Veh Year: | Make:

Commercial Vehicle: Carrier's Name and Address

HAZMAT Proper Shipping Name: | State DOT#

US DOT# | ICC# | CMV Inspection | If Yes

Gross Vehicle Weight Rating | Cargo Body Type

HAZMAT Placard | HAZMAT Release of Cargo | HAZMAT 4-Digit ID# | Hazzard Class #

Safety Equipment Used: LAP + HARNESS

Safety Equipment Effective?: YES

Ejection/Trapped: NOT EJECTED OR TRAPPED

EMS No. | Inurned Attn | Driver Injury Status

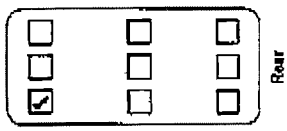
Nature of Most Severe Injury:

Location of Most Severe Injury:

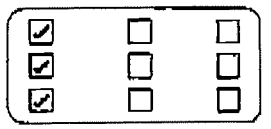
If Cited? [ ] Infraction [ ] Misdemeanor [ ] Felony

IC Codes:

Initial Impact Area: [ ] Undercarriage [ ] Trailer [ ] None [ ] Unknown



Areas Damaged (Multiples): [ ] Undercarriage [ ] Trailer [ ] None [ ] Unknown



Vehicle Use: PERSONAL (FARM, COMPANY)

Emergency Run?: | Fire?: NO

Vehicle Type: PASSENGER CAR/STATION WAGON

Pre-Crash Vehicle Action: TURNING RIGHT

Direction of Travel: SOUTHWEST

Type of Primary/Secondary Roadway

One Way Traffic	Two Way Traffic	
[ ] One Lane	[ ] Two Lanes	[x] Private Drive
[ ] Two Lanes	[ ] Multi-Lane Divided (3 or more)	[ ] Alley
[ ] Multi-Lanes (3 or more)	[ ] Multi-Lane Undivided 2 way left turn	
	[ ] Multi-Lane Undivided (3 or more)	

Event Collision With: 1. OTHER - EXPLAIN IN NARRATIVE

PROPERTY/WITNESS INFORMATION

Local ID
0936856

901224527

Other Property Damage

Other Property Damage	#	State Property	Owner's Name and Address
MERCHANDISE		NO	FAMILY EXPRESS 213 S ST RD 49 VALPARAISO IN 46383
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address
Other Property Damage	#	State Property	Owner's Name and Address

Witness/Other Participant

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

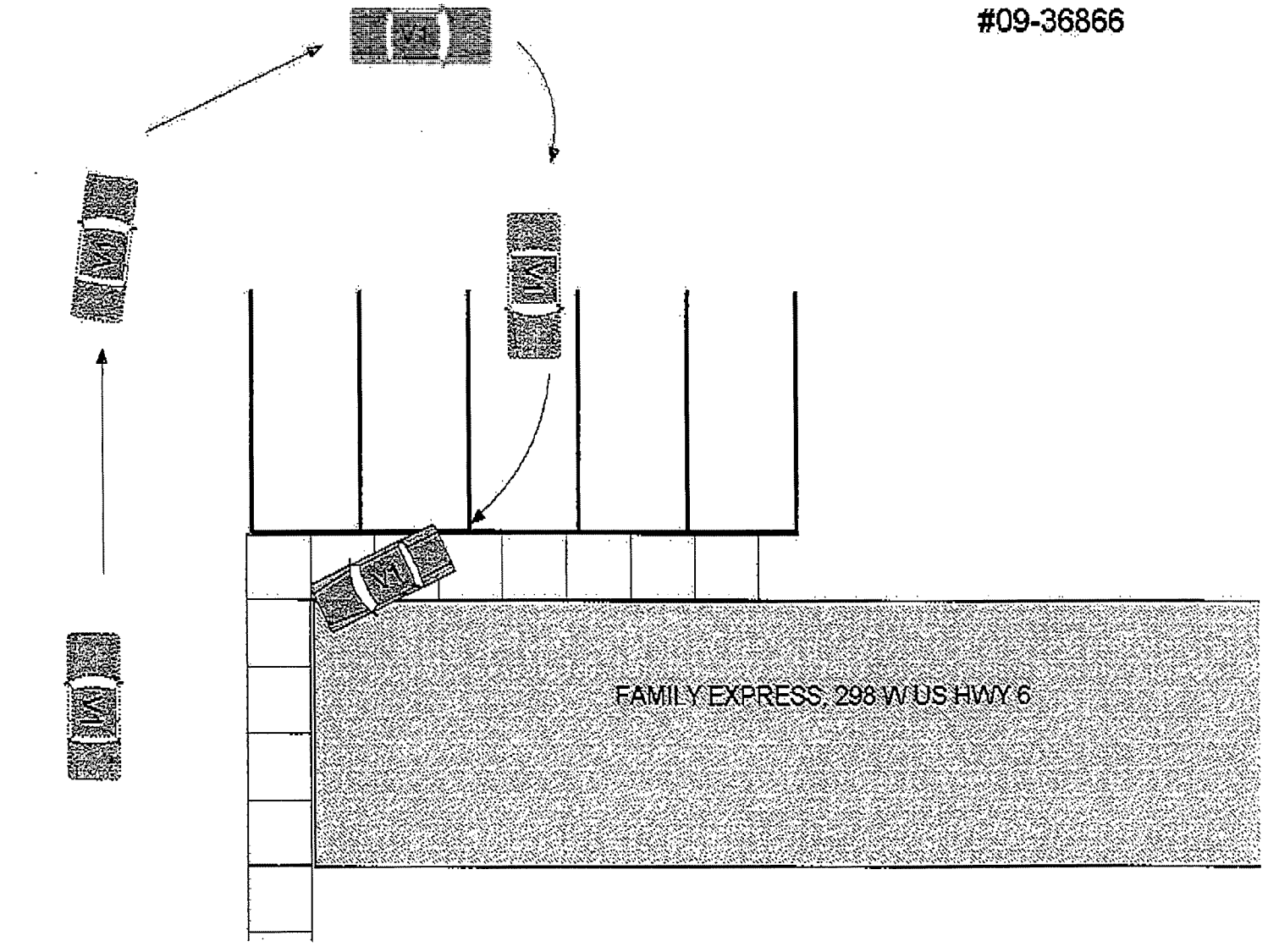
☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

☐ Witness ☐ Other Participant	#	Name	Phone #
Address etc.			Location at Time of Crash

N

NOT TO SCALE

#09-36866



Crash

Porter County Sheriff's Department

Case Report No. 09-36866

Date 12-2-09 Time 0900

Name DAVID W. SHER

Date of Birth 1-12-43 Age 67

Address 191 JOHN WALKER RD

Home Phone No. 706-867-8368

City / State / ZIP DAHLONEGA, GA. 30533

Other Phone No.

VOLUNTARY WRITTEN STATEMENT

I ARRIVE AT SIENE OF ACCIDENT

APROCHED DRIVER SIDE, CAR WAS RUNNING FAST.

DRIVER NOT HURT, SHE SHUT OFF

ENGINE I HELP HER OUT OF PASSANGER

SIDE DOOR.

READ THIS DECLARATION BEFORE SIGNING YOUR STATEMENT: I, the undersigned, declare that the above written statement is made of my own free will and that the facts contained herein are true to the best of my knowledge.

Signature X D W. Sher

Page ____ of ____

Officer's Signature

Unit No. 111

FILE START

January 11, 2010

VIA U.S. MAIL

[redacted]
Hayden, ID [redacted]

Re: VIN: JTHBJ46G192[redacted]
Vehicle's Year and Model: 2009 ES 350

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related

to the registration and/or title of the vehicle

[redacted]
1/11/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Hayden, ID. [redacted]

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If you have not already done so, you should contact your local Lexus dealer to schedule an appointment to have the recall completed.

We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

January 27, 2010

[redacted]
Riverdale, GA [redacted]

Re: VIN: 4T1BE46K07U[redacted]
Vehicle's Year and Model: 2007 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 01/26/2010, seeking relief under the Georgia Lemon Law. Your request has been forwarded to me at our Southeast Toyota Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately. We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Southeast Toyota Regional Office
100 Northwest 12th Ave.
Deerfield Beach, FL 33442

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Matt Michals
Toyota Customer Satisfaction

March 3, 2010

[redacted]
Riverdale, GA [redacted]

Dear Ms. [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mat(s). At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles, and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

Separately, Toyota has identified the possibility that certain accelerator pedal mechanisms may stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position. On January 21, 2010, Toyota issued a consumer safety advisory relating to the issues of the potential for the sticking of the accelerator pedal. Toyota's engineers developed and rigorously tested a solution that is both effective and simple. A precision-cut steel reinforcement bar is being installed into the accelerator pedal assembly on the involved vehicles, thereby eliminating the excess friction that has caused pedals to stick in rare instances.

In addition to the measures discussed above, as a separate measure independent of the

vehicle-based remedy, Toyota has designed a brake override system for your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On February 6, 2010, Toyota South implemented the recall measures on your vehicle, which have fully addressed the issues raised in the recalls. We understand your concern about your vehicle, and we have investigated and considered your claim. You can be assured that the conditions that led to the safety recalls have been fully addressed by the remedies described above, and there will be no risk of a sticking pedal or pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

TOYOTA | everyday

TOYOTA South

TOCS503062

6865 JONESBORO ROAD
MORROW, GEORGIA 30260-0007
(770) 961-0225

TOCS503062

0301ITOCS503062

CELL: [redacted]

CUSTOMER NO. 100788	ADVISOR BARNETT BASS JR 277	TAG NO. 379	INVOICE DATE 02/06/10	INVOICE NO. TOCS503062	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,227	COLOR /	STOCK NO.
RIVERDALE, GA [redacted]	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4DR SDN LE AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 4 T 1 B E 4 6 K 0 7 U [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. C. NO.	P. O. NO.		R. O. DATE 02/06/10	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 37227

LABOR & PARTS
J# 1 04TOZ90L SSC 90L TECH(S):39 WH00 WARRANTY
CUSTOMER REQUEST PERFORM SAFETY RECALL - 90L
PERFORM SSC 90L
9911MA T1 99 T2 99

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	04009-52106	PAD,TIBIA		WARRANTY
JOB # 1	1	78118-41010	STOPPER, ACCELERA		WARRANTY

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04TOZA0A SSC A0A TECH(S):39 WH00 WARRANTY
CUSTOMER REQUEST PERFORM SAFETY RECALL - A0A
A0A
INSTALL THE ACCELERATOR PEDAL REINFORCMENT BAR
0501B2 T1 99 T2 99

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	78112-07050	PLATE, ACC		WARRANTY

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS
DELETED OPERATION(S)
01TOZCI 24 PT VISUAL INSPECT
TOTALS

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

In the unlikely event that any controversy or claim arises out of or relating to this repair or service, the customer hereby agrees that the dispute shall be settled by arbitration through the Better Business Bureau of Metropolitan Atlanta and judgement upon the award rendered by the arbitration may be entered in any court having jurisdiction thereof.

* Dear Valued Customer:
THANK YOU for allowing us the opportunity to earn your trust and business. It was our pleasure serving you and we look forward to taking care of your Toyota's service needs in the years to come. Our goal is to provide "EXCELLENT" service at all times. If for any reason your service visit was not "EXCELLENT", or should you have a concern or question, please contact me, "Your Personal Service Consultant" at any time..(770) 961-0225......
Hours: Monday-Friday 7:00am till 6:00pm
Saturday 7:00am till 5:00pm

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX......	0.00

TOTAL INVOICE $ 0.00

CUSTOMER SIGNATURE

D U P L I C A T E I N V O I C E

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 11:20am

Copyright © 1990 The Reynolds and Reynolds Company ERAINT/INVE SP600733 (03/01)

FILE START

February 1, 2010

[redacted]
Danville, CA [redacted]

Re: **LEMON LAW DEMAND - 2010 CAMRY - 4T1BF3EK3AU[redacted]**

Dear Ms. [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a phone call from you on January 27, 2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our San Francisco Regional Office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to my attention to the following address:

Toyota San Francisco Regional Office
2451 Bishop Drive
San Ramon, CA 94583

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process, please contact the Toyota National Customer Experience Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Etta Dotson, Customer Relations Administrator

TOYOTA WALNUT CREEK

TOYOTA

2100 NO. BROADWAY
2105 NO. BROADWAY
P.O. BOX 4628
WALNUT CREEK, CA 94596
PHONE 933-7912

EPA # CAD 982017477
EPA # CAL000286574

BAR# AB005283

154284	RICHARD J DAUGHERT 389	E715	09/08/09	TOCB823327
[redacted]		11	CLASSC SILV	300710
	10/TOYOTA/CAMRY/SD 4DR LE		09/02/09	6
	4 T 1 B F 3 E K 3 A U [redacted]			
DANVILLE, CA [redacted]		DIANE	09/05/09	
[redacted]				MO: 12

JOB# 1 CHARGES

LABOR

J# 1 88TOZ-110	ARMANDS UPH TECH(S):199 CUSTOMER STATES THE RIGHT REAR SEAT BACK CUSHION FABRICK IS PUCKERED,WRINKLED AND NEEDS TO BE SMOOTHED OUT SUBLET TO ARMANDS UPHOLSTERY SUBLET TO ARMANDS UPHOLSTERY TO REPAIR WRINKLES RIGHT REAR SEAT BACKREST.	WARRANTY

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION	
98382		09/08/09	REPAIR WRINKLES RR SEAT	WARRANTY
			TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCB JOB# 1 TOTAL	0.00

COMMENTS
CUSTOMER WAITING TO TAKE DELIVERS

09/5 DAINE TO FOLLOW ON TUE
car needs to goto armands i marked the area of the rear seat that customer is concernced about.....rich d.
SALESPERSON MATT INSPECTED AND CALLED CUSTOMER

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

USE THIS BOX TO ACKNOWLEDGE ESTIMATE REVISION
"I acknowledge notice and oral approval of an increase in the original price."

X_____
(signature or initials)

Thank You for using Toyota Walnut Creek!

_____
CUSTOMER SIGNATURE

PAGE 1 OF 1 [END OF INVOICE] 05:40pm

TOYOTA WALNUT CREEK

TOYOTA

BAR# AB005283

2100 NO. BROADWAY
2105 NO. BROADWAY
P.O. BOX 4628
WALNUT CREEK, CA 94596
PHONE 933-7912

EPA # CAD 982017477
EPA # CAL000266574

CUSTOMER NO. 154284	ADVISOR CHRIS SIMS 443	CARS NO. DFAS	INVOICE DATE 01/29/10	INVOICE NO. TOCS843766
[redacted]		BILL FORM NO. 10200	COLOR CLASSC SILV	STOCK NO. 300710
	YEAR / NAME / MODEL 10/TOYOTA/CAMRY/SD 4DR LE		PURCHASE DATE 09/02/09	PURCHASE MILEAGE 6
DANVILLE, CA [redacted]	VEHICLE ID NO. 4T1BF3EK3AU[redacted]			
[redacted]			R.O. DATE 01/29/10	MO: 10201

JOB# 1 CHARGES----------

LABOR
J# 1 29TOZ-ACEL-PED CHECK ACCEL PEDAL TECH(S):199 INTERNAL
CUSTOMER REQUESTS CHECK ACCELERATOR PEDAL TYPE
CHECK ACCELERATOR PEDAL.
SERVICE MANAGER AL SPENDORIO INSPECTED PEDAL
PEDAL IS APPROVED PEDAL AND CUSTOMER CAN CONTINUE TO
USE VEHICLE

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

USE THIS BOX TO ACKNOWLEDGE ESTIMATE REVISION
"I acknowledge notice and oral approval of an increase in the original price."

X----------
(signature or initials)

Thank You for using Toyota Walnut Creek!

[redacted]

PAGE 1 OF 1 [END OF INVOICE] 02:35pm

TOYOTA WALNUT CREEK

TOYOTA

2100 NO. BROADWAY
2105 NO. BROADWAY
P.O. BOX 4628
WALNUT CREEK, CA 94596
PHONE 933-7912

EPA # CAD 982017477
EPA # CAL000266574

BAR# AB005283

CUSTOMER NO	ADVISOR		CASH/A/R	INVOICE DATE	WARRANTY NO
154284	TIM HOWELL	498	G726	02/09/10	TOCS845353
[redacted]	LICENSE NO.		MILEAGE IN 14419	COLOR CLASSC SILV	STOCK NO. 300710
	YEAR / MAKE / MODEL 10/TOYOTA/CAMRY/SD 4DR LE			WARRANTY DATE 09/02/09	WARRANTY MILES 6
	VEHICLE ID NO. 4T1BF3EK3AU[redacted]			SELLING DEALER NO.	PRODUCTION DATE
DANVILLE, CA [redacted]	P.I.E. NO.		R.O. NO.	R.O. DATE 02/08/10	
RESIDENCE PHONE [redacted]	COMMENTS				MO: 14419

JOB# 1 CHARGES----------

LABOR----------

J# 1 29TOZ-90L SSC90L TECH(S):826 — WARRANTY

SAFETY RECALL (SPECIAL SERVICE CAMPAIGN)-90L
POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL
THE DEFECT IS THE POTENTIAL FOR AN UNSECURED OR INCOMPATIBLE
DRIVER'S FLOOR MAT TO INTERFERE WITH THE ACCELERATOR PEDAL
AND CAUSE IT TO GET STUCK IN THE WIDE OPEN POSITION.
SSC 90L HAS BEEN PERFORMED BY MODIFYING BOTH THE RIDGED
PLASTIC ACCELERATOR PEDAL AND THE FLOOR SURFACE IN THE
DRIVER'S FOOT-WELL.
As an additional measure independent of the vehicle-based re
designed override system on non-hybrid Camry vehicles to pro
system will cut engine power in case of simultaneous applica
application of both accelerator and brake pedals at certain
speeds and driving conditions. The Camry Hybrid already
contains a fuel supply cut feature for Hybrid
motor protection that achieves a similar result as the over
ride system newly designed for the non hybrid models.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
	1	78118 41010	STOPPER, ACCELERA		WARRANTY
	1	04009-52106	TIBIA PAD		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL — 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 00TOZ-5KC 5K BASIC CARE CARS TECH(S):826 — 113.02

CUSTOMER REQUEST A TOYOTA OF WALNUT CREEK 5,000 MILE
INTERVAL DEALER RECOMMENDED MAINTENANCE SERVICE BE PERFORMED
$149.95 - 5K BASIC CARE CARS
REPLACE ENGINE OIL (UP TO 6QTS) REPLACE OIL FILTER & OIL
PAN DRAIN PLUG GASKET, LUBRICATE CHASSIS (AS NEEDED), ROTATE
TIRES AND INSPECT BRAKES
PERFORM MULTI POINT INSPECTION
REPLENISH ALL UNDER HOOD FLUIDS TO MFG SPECS
LUBRICATE ALL DOOR HINGES AND LATCHES.
CLEAN AND SECURE BATTERY TERMINALS (AS NEEDED)
CHECK WINDSHIELD WIPER OPERATION
CLEAN AND ADJUST BRAKES (INCLUDING PARKING BRAKE IF NEEDED)
INSPECT A/C VENT TEMPERATURE
VACUUM INTERIOR
CLEAN WINDSHIELD
THANK YOU!

[CONTINUED ON NEXT PAGE]

01:27pm

TOYOTA WALNUT CREEK

TOYOTA

2100 NO. BROADWAY
2105 NO. BROADWAY
P.O. BOX 4628
WALNUT CREEK, CA 94596
PHONE 933-7912

EPA # CAD 982017477
EPA # CAL000266574

BAR# AB005283

154284	TIM HOWELL 498	G726	02/09/10	TOCS845353	
[redacted]		14419	CLASSC SILV	300710	
DANVILLE, CA [redacted]	10/TOYOTA/CAMRY/SD 4DR LE		09/02/09	6	
[redacted]	4 T 1 B F 3 E K 3 A U [redacted]				
			02/08/10		
[redacted]				MQ: 14419	

APPROX USABLE FRONT BRAKE MATERIAL REMAINING=11MM 95%
APPROX USABLE REAR BRAKE MATERIAL REMAINING=9.5MM 85%
APROX FRONT TIRE TREAD DEPTH=9/32
APROX REAR TIRE TREAD DEPTH=9/32
TIRE PRESSURE F/R=36PSI
A/C AIR TEMP AT CTR VENT=40F
LOAD TEST BATTERY AND ALT OUTPUT=11V
QUARTS OF ENG OIL-4.25 0W20
ROTATED TIRES
TOPPED OFF FLUIDS
VAC AND CLEANED WINSHELD
SERVICED BATTERY
912

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	90430-12028	GASKET	1.87	1.87	1.87
	1	04152 YZZA1	REPLACEABLE ELEME	8.34	8.34	8.34
					TOTAL - PARTS	10.21

G.O.G. & SUPPLIES

4.0	Autocare only!0W-20	0	1.680	/UNIT	6.72
				TOTAL - GOG	6.72

JOB# 2 TOTALS

LABOR	113.02
PARTS	10.21
S.O.G.	6.72
[redacted] TOTAL	129.95

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECE[redacted]
ORIGINAL ESTIMATE OF $
COMMENTS
VIP PER AL PERFORM 90L

TOTALS

TOTAL LABOR....	113.02
TOTAL PARTS....	10.21
T...	0.00
....	6.72
CHG.	0.00
DISC	0.00
....	1.57
CE $	131.52

USE THIS BOX TO ACKNOWLEDGE ESTIMATE REVISION
"I acknowledge notice and oral approval of an increase in the original price."

X
(signature or initials)

Thank You for using Toyota Walnut Creek!

CUSTOMER SIGNATURE

[redacted]

PAGE 2 OF 2

[END OF INVOICE]

01:27pm

FILE START

January 27, 2010

[redacted]
Tustin, CA [redacted]

Re: VIN: 4T1BK3EKXAU[redacted]
Vehicle's Year and Model: 2010 CAMRY

Dear [redacted],

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a phone call from you on 01/27/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you

after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

February 19, 2010

[redacted]
Tustin, CA [redacted]

Re: Claim of: [redacted]
VIN: 4T1BK3EKXAU[redacted]
Vehicle's Year and Model: 2010 CAMRY

Dear [redacted]

We received your recent request and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and unintended acceleration. Accurate information regarding this issue can be found at www.toyota.com.

Your 2010 CAMRY is not involved in the floor mat or accelerator pedal recall campaigns. We understand your concern about your vehicle, but you can be assured that nothing is more important to Toyota than the safety and satisfaction of our customers. We must decline your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Very Truly Yours,

Monica Herron

Monica Herron
Toyota Customer Satisfaction

February 8, 2010

VIA U.S. MAIL

[redacted]
Glendale, CA [redacted]

Re: VIN: JTHBJ46G792[redacted]
Vehicle's Year and Model: 2009 ES 350

Dear Ms. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]
2/8/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Glendale, CA [redacted]

Dear Ms. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On January 28, 2010, Lexus of Glendale implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

205 Jefferson Road
Parsippany, NJ 07054

973-884-1011
973-884-1266 Fax
www.lexus.com

LEXUS

February 25, 2010

[redacted]
Staten Island, NY [redacted]

Re: Claim of: [redacted]
VIN: JTHBK1EGXA2[redacted]
Vehicle's Year and Model: 2010 ES 350

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On January 28,2010, Ray Catena Lexus of Monmouth implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Karen Rotola
Lexus Customer Satisfaction

FILE START

February 17, 2010

VIA U.S. MAIL

[redacted]
Lexington, MA [redacted]

Re: 2009 ES 350
Vehicle Identification Number: **JTHBJ46G492**[redacted]

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your repurchase request will be investigated by our Eastern Area Office.
.

In order for a proper review of your claim, we will need the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

Please send this information to the following address:

Lexus Eastern Area Office
205 Jefferson Road
Parsippany, NJ 07054
Attn: Ms. Karen Rotola
(973) 884-1011 - Main
(973) 884-1266 - Fax

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' effort to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Mr. Don Lomanto – Lexus Eastern Area Office
Ms. Karen Rotola – Lexus Eastern Area Office
Ms. Lorraine Ryan –Lexus Eastern Area Office

February 23, 2010

[redacted]
Lexington, MA [redacted]

Dear [redacted]:

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On February 5, 2010 Herb Chambers Lexus in Sharon, Massachusetts

implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Very truly yours,

Karen Rotola
Lexus Customer Satisfaction

FILE START

LAW OFFICE OF [redacted]
BRENTWOOD OFFICE
[redacted]
Los Angeles, California [redacted]
Fax [redacted]

January 27, 2010

VIA CERTIFIED MAIL 7001 2510 0003 9648 8035- RETURN RECEIPT REQUESTED
VIA CERTIFIED MAIL 7001 2510 0003 9648 8042- RETURN RECEIPT REQUESTED

AND VIA FACSIMILE (310) 468-7814

RECEIVED
JAN 29 2010
Customer Support Group

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Department WC11
Torrance, California 90501

Re: Notice of Demand for Return Of All Monies Paid Per Contract Price and Return of 2009 Toyota Camry

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

I purchased a Toyota Camry automobile in 2009 from Keyes Toyota in Van Nuys, California, VIN Number 4T1BE46K09U[redacted] for the cash sum of $18,215.09.

Toyota sold me this vehicle knowing of the 2009 Toyota Camry's numerous safety issues including sudden accelebration issues and intentionally placed me and my family in harm's way.

Since that time my vehicle has been the subject of numerous safety recalls and now Toyota has suspended sales and production of the Camry vehicles altogether.

Under these circumstances, I demand that I be fully refunded the $18,215.09 that I paid for the vehicle within 10 days in exchange for return of the vehicle to Keyes Toyota. I fear for the safety of myself and my family which is why I demand a prompt resolution of this matter.

If I fail to receive reimbursement for the monies paid within 10 days I will have

TOY-RQ-05D-00001080

LAW OFFICE OF [redacted]
BRENTWOOD OFFICE
[redacted]
Los Angeles, California [redacted]
[redacted] *Fax* [redacted]

no alternative but to take appropriate legal action against Toyota Motor Sales, U.S.A., Inc. and Keyes Toyota. This is a confidential settlement demand.

Act accordingly,

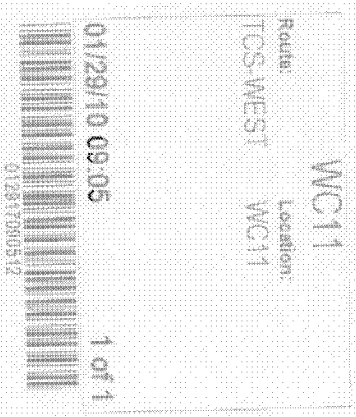
[redacted]

MPK: pt
cc via Certified Mail Return Receipt 7001 2510 0003 9648 8042: Manager, Keyes Toyota
and via Fax: (818) 907-4128

[redacted]
Los Angeles, California [redacted]

7001 2510 0003 9648 8035

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Department WC11
Torrance, California 90501



WC11
Route: TCS-WEST
Location: WC11
01/29/10 09:05
1 of 1

9050181195 0031

TOY-RQ-05D-00001082

January 29, 2010

[redacted]
Los Angeles, CA [redacted]

Re: VIN: 4T1BE46K09U[redacted]
Vehicle's Year and Model: 2009 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 01/29/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Floor Mat Interference
2. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

February 19, 2010

[redacted]
Los Angeles, CA [redacted]

Re: Claim of: [redacted]
VIN: 4T1BE46K09U[redacted]
Vehicle's Year and Model: 2009 CAMRY

Dear [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If you have not already, you will be receiving a letter from Toyota with instructions on having the floor mat entrapment recall measures performed on your vehicle. Upon receipt of the letter, you should contact your local Toyota dealer to schedule an appointment for your vehicle.

We understand your concern about your vehicle, but you can be assured that the condition that led to the safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, you will not be at risk for pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Very Truly Yours,

Monica Herron
Toyota Customer Satisfaction

FILE START

February 8, 2010

VIA U.S. MAIL

[redacted]
Placentia, CA [redacted]

Re: VIN: JTHBJ46G092[redacted]
Vehicle's Year and Model: 2009 ES 350

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]
2/8/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Placentia, CA. [redacted]

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On January 30, 2010, Tustin Lexus implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

February 9, 2010

[redacted]
Anaheim, CA [redacted]

Re: VIN: 1NXBU4EE5AZ[redacted]
Vehicle's Year and Model: 2010 COROLLA

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a phone call from you on 01/29/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you

after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

CUSTOMER #: 5754608

406513

INVOICE

DUPLICATE 1
PAGE 1

Power Q. Toyota
Power Q. Scion
Buena Park
6400 BEACH BLVD.
BUENA PARK, CALIFORNIA 90621
TELEPHONE (714) 522-6144 (562) 802-1585
www.powerdirect.com
B.A.R. #AA122584 E.P.A. CAR000003608

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 1422 PETE A AMEZOLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01F7/CLASS	10	TOYOTA COROLLA	1NXBU4EE5AZ[redacted]		1190/1191	T254

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			WAIT 11FEB10			CASH	10FEB10

R.O. OPENED	READY	OPTIONS: STK:AZ313771 ENG:2ZRJ682357
09:05 10FEB10	14:13 10FEB10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A A0A-SSC A0A - Accelerator Pedal Reinforcement Bar Installation			
CAUSE: OP CODE 0501B1			
A0A A0A-SSC A0A - Accelerator Pedal Reinforcement Bar Installation			
2837 WT			(N/C)
1 78112-07070 D8 PLATE, ACCELERATOR P			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE A:	0.00

1190 PERFORMED ACCELERATOR PEDAL REINFORCEMENT BAR INSTALLATION PER RECALL CAMPAIGN

****

B RENTAL CAR AS PER TOYOTA (TMS)			
CAUSE:			
90TOZ SUBLET			
2837 WT			(N/C)
SUBL HERTZ/RENTAL/870632			
WT			(N/C)
FC:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00

****

"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X_____
CUSTOMER SIGNATURE

SERVICE HOURS

MONDAY-FRIDAY
7:00 AM - 7:00 PM

SATURDAY
8:00 AM - 5:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

CUSTOMER COPY

CUSTOMER #: 5754608

406513

INVOICE

DUPLICATE 1
PAGE 1

Power Q. Toyota
Power Q. Scion
Buena Park
6400 BEACH BLVD.
BUENA PARK, CALIFORNIA 90621
TELEPHONE (714) 522-6144 (562) 802-1585
www.powerdirect.com
B.A.R. #AA122584 E.P.A. CAR000003608

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 1422 PETE A AMEZOLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01F7/CLASS	10	TOYOTA COROLLA	1NXBU4EE5AZ[redacted]		1190/1191	T254

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			WAIT 11FEB10			CASH	10FEB10

R.O. OPENED	READY	OPTIONS: STK:AZ313771 ENG:2ZRJ682357
09:05 10FEB10	14:13 10FEB10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A A0A-SSC A0A - Accelerator Pedal Reinforcement Bar Installation			
CAUSE: OP CODE 0501B1			
A0A A0A-SSC A0A - Accelerator Pedal Reinforcement Bar Installation			
2837 WT			(N/C)
1 78112-07070 D8 PLATE, ACCELERATOR P			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE A:	0.00

1190 PERFORMED ACCELERATOR PEDAL REINFORCEMENT BAR INSTALLATION PER RECALL CAMPAIGN

****

B RENTAL CAR AS PER TOYOTA (TMS)			
CAUSE:			
90TOZ SUBLET			
2837 WT			(N/C)
SUBL HERTZ/RENTAL/870632			
WT			(N/C)
FC:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00

****

"By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X_____
CUSTOMER SIGNATURE

SERVICE HOURS

MONDAY-FRIDAY
7:00 AM - 7:00 PM

SATURDAY
8:00 AM - 5:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

CUSTOMER COPY

FILE START

January 29, 2010

[redacted]
Tustin, CA [redacted]

Re: VIN: JTNBB46K973[redacted]
Vehicle's Year and Model: 2007 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 01/29/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response
2. Driveability - Driving Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

February 19, 2010

[redacted]
Tustin, CA [redacted]

Re: Claim of: [redacted]
VIN: JTNBB46K973[redacted]
Vehicle's Year and Model: 2007 CAMRY

Dear [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If you have not already, you will be receiving a letter from Toyota with instructions on having the floor mat entrapment recall measures performed on your vehicle. Upon receipt of the letter, you should contact your local Toyota dealer to schedule an appointment for your vehicle.

We understand your concern about your vehicle, but you can be assured that the condition that led to the safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, you will not be at risk for pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Very Truly Yours,

Monica Herron
Toyota Customer Satisfaction

FILE START

February 1, 2010

VIA U.S. MAIL

[redacted]
Los Angeles, CA [redacted]

Re: VIN: JTHBK1EG1A2[redacted]
Vehicle's Year and Model: 2010 ES 350

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2010 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]

2/1/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Los Angeles, CA [redacted]

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On January 16, 2010, Jim Falk Lexus of Beverly Hills implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

TOIS160767

it has to be James TOYOTA SCION

172 Route 202 P.O. Box 2217
Flemington, N.J. 08822
Tel. (908) 788-5700
Fax (908) 237-0644
www.jamestoyotascion.com

TOIS160767

0101TOIS160767

CELL: [redacted]

CUSTOMER NO. 60998	ADVISOR KELLY 895	TAG NO.		INVOICE DATE 01/15/10	INVOICE NO. TOIS160767
[redacted]	LABOR RATE 120.00	LICENSE NO.	MILEAGE 12	COLOR BLK/ASH CLO	STOCK NO. 100673
RARITAN, NJ [redacted]	YEAR/MAKE/MODEL 10/TOYOTA/CAMRY/4DR SDN LE AT			DELIVERY DATE 01/02/10	DELIVERY MILES 25
[redacted]	VEHICLE I.D. NO. 4 T 1 B F 3 E K 8 A U [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		P.O. DATE 01/12/10	
P[redacted] BUSINESS PHONE	COMMENTS # ZARD117569				MO: 15

JOB# 1 CHARGES

LABOR
J# 1 85T02 ACCESSORIES HOURS TECH(S):895 0.00
AS PER SALES WE OWE 2 HEATED FRONT SEATS AND LEATHER
RSC TO PICK UP
ASH COLOR LEATHER
RSC INSTALLED LEATHER AND 2 FRONT HEATED SEATS

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	26092	42484	01/15/10	LEATHER/HEAT	1175.00
				TOTAL - SUBLET	1175.00

JOB# 1 TOTALS

SUBLET	1175.00
JOB# 1 JOURNAL PREFIX TOIS JOB# 1 TOTAL	1175.00

JOB# 3 CHARGES

LABOR
J# 3+85T0Z01 DEALER ACCESSORIES HOURS TECH(S):895 0.00
Added Operation (KELLYV @ 01/12/2010 09:21)
AS PER SALES WE OWE EZ PASS HOLDER
ORDERED EZ PASS HOLDER FOR CUSTOMER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		00113-90769-00001	ELEC TOLL PASS HL	4.79	4.79
				TOTAL - PARTS		4.79

JOB# 3 TOTALS

PARTS	4.79
JOB# 3 JOURNAL PREFIX TOYS JOB# 3 TOTAL	4.79

COMMENTS
DELETED OPERATION(S)
00T0Z1 QUALITY INSPECTION

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT..
100673

TOTAL LABOR....	0.00
TOTAL PARTS....	4.79
TOTAL SUBLET...	1175.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.34
TOTAL INVOICE $	**1180.13**

APPROVED BY SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 10:34am

FILE START

February 8, 2010

[redacted]
Pickerington, OH [redacted]

Re: VIN: 4T4BF3EK0AR[redacted]
Vehicle's Year and Model: 2010 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 02/08/2010, seeking relief under the Ohio Lemon Law. Your request has been forwarded to me at our Cincinnati Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Cincinnati Regional Office
4550 Creek Road
Cincinnati, OH 45242

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Dirk Hammersmith
Dispute Resolution Administrator

TOIP59121

GERMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

TOIP59121

1001ITOIP59121

CUSTOMER NO. 18652	ADVISOR WENDY I SHAY 92	TAG NO. 8934	INVOICE DATE 04/15/09	INVOICE NO. TOIP59121
[redacted] COLUMBUS, OH [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 5		COLOR CLASSC SILV	STOCK NO. 15631
	YEAR / MAKE / MODEL 10/TOYOTA/CAMRY/4DR SDN LE AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 4 T 4 B F 3 E K 0 A R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 31-4368856	P.O. NO.	R.O. DATE 04/14/09	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 8

JOB# 1 CHARGES----------

LABOR----------
J# 1 75TOZ PDI HOURS: 1.10 TECH(S):98 94.60
PERFORM PRE-DELIVERY INSPECTION PER TOYOTA CHECK SHEET.
PERFORMED PRE-DELIVERY INSPECTION AS PER TOYOTA GUIDE LINES

JOB# 1 TOTALS----------
LABOR 94.60

JOB# 1 JOURNAL PREFIX TOIP JOB# 1 TOTAL 94.60

JOB# 2 CHARGES----------

LABOR----------
J# 2 75TOZLIC PDI ACCESSORIES HOURS: 0.00 TECH(S):98 0.00
INSTALL GERMAIN FRAMES AND LICENSE PLATE BOLTS
INSTALLED GERMAIN LICENSE PLATE FRAMES AND BOLTS.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
2 LF LICENSE FRAME 1.19 2.38
TOTAL - PARTS 2.38

JOB# 2 TOTALS----------
PARTS 2.38

JOB# 2 JOURNAL PREFIX TOIP JOB# 2 TOTAL 2.38

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # A PDI PDI -94.60
TOTAL - MISC -94.60

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
15631	2320	2.38

TOTAL LABOR....	94.60
TOTAL PARTS....	2.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	-94.60
TOTAL TAX.....	0.00
TOTAL INVOICE $	**2.38**

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

X _____
CUSTOMER'S SIGNATURE

APPROVED BY SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY-I [END OF INVOICE] 05:13pm

5F642492 Q (05/07)

The Reynolds and Reynolds Company BRAINTRAVE DC670012 Q (05/07)

Feb 11 10 01:53p [redacted] [redacted] p.8

TOY-RQ-05D-00001114

59121

(98)

RMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

59121

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

MMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

TERMS: CASH ☐ CREDIT CARD ☐ CHARGE (PRIOR APPROVAL) ☐ OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

IS CUSTOMER WAITING? ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEH. I. D. 4T4BF3EK0AR[redacted]

YEAR/MAKE/MODEL: 10/TOYOTA/CAMRY/4DR SDN LE AT

PRODUCTION DATE:

STOCK NO.: 15631

LICENSE NO.:

R.O. NO.: 59121

GERMAIN TOYOTA
5777 SCARBOROUGH BLVD
COLUMBUS, OH 43232

CUSTOMER NO.: 18652

SERVICE CONTRACT:

DELIVERY DATE:

DELIVERY MILES:

SELLING DEALER NO.:

R.O. DATE: 04/14/09

COLOR: CLASSC SILV MET/A

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 8934

TURBO: MIMC TOZZ

AIR COND.:

P.S.:

TRANS:

MILEAGE: 5

ADVISOR NO.: 119

ADVISOR: MICHELLE E OPPENHEI

RESIDENCE PHONE:

BUSINESS PHONE: 614-868-0300

TIME PROVIDED: 08:19am

DATE/TIME PROVIDED: 04/14/09 08:00pm

PRIORITY:

LABOR RATE:

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____ 1.1

1 | 75TOZ *PDI*
PERFORM PRE-DELIVERY INSPECTION PER TOYOTA CHECK SHEET.

2 | 75TOZLIC *PDI ACCESSORIES*
INSTALL GERMAIN FRAMES AND LICENSE PLATE BOLTS

VEH. I. D. 4T4BF3EK0AR[redacted]
PROD. 0409
COLOR Silver
C/TR 1F7-FB13
A/TM 05A-U760E
MODEL ASV40L-CETNKA

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ORG. ESTIMATE	CUST. ACCEPTANCE	AUTH. ADDITIONS	DATE
$	INITIAL HERE	$	TIME
			BY

THIS DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THIS DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE.

This Facility charges 8% of the Total Labor Charges, up to a Maximum of $15.00, for Shop Materials.

WE WILL OFFER TO RETURN TO YOU ALL REPLACED PARTS, AS REQUIRED BY LAW, UNLESS THEY ARE TO BE REBUILT, SOLD, OR RETURNED TO THE MANUFACTURER.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

DISCARD ☐ _____ 59121

The Reynolds and Reynolds Company ERAINTWO14C CC6/0011 O (08/07)

PAGE 1 OF 1

SERVICE FILE COPY

Feb 11 10 01:53p [redacted] [redacted] p.7

TOY-RQ-05D-00001115

TOYOTA CAMRY

2010 PRE-DELIVERY SERVICE CHECK SHEET

BEFORE INSPECTION

	OK	Adjust/Repair
01 INSTALL SHORT PIN	☐	

Apply parking brake and turn ignition "ON"; place gear selector in reverse; turn on lights and rear defogger. Unlock doors; release fuel door.

FUNCTIONAL OPERATION

- 01 Check dome, courtesy, map, and sun visor lights*
- 02 Check warning/indicator lights, gauges, and horn
- 03 Check windshield wipers and washers
- 04 Check headlights, instrument lights, turn signals, emergency flashers, and brake lights
- 05 Check inside/outside rear view mirror operation/adjustment
- 06 Check cigarette lighter* and power outlets
- 07 Check moon roof*
- 08 Check audio/navigation* system and set clock
- 09 Install shift-lock override button cover

WALKAROUND INSPECTION

Start at left front door. Check window and door lock operation (from master power switch, if equipped). Continue around vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, luggage compartment contents. Finish by checking headlight aim and continue into UNDER HOOD checks.

- 01 Check window operation
- 02 Check door and door lock operation, including each wireless remote control/theft deterrent system*
- **03 Check Smart Key system entry function***
- 04 Check that engine starts with all keys
- **05 Check Smart Key system engine start/stop function***
- 06 Check that child safety door locks are in normal (unlocked) position*
- 07 Check seats and seat belt operation
- 08 Check rear defogger/rear view mirror defogger*
- 09 Check side marker, tail, backup, and license plate lights
- 10 Check trunk light* and trunk trim appearance
- 11 Adjust spare tire pressure and check jack and tool installation
- 12 Check headlight aim

UNDER HOOD

- 01 Check engine oil level and ATM* fluid levels
- 02 Check brake, clutch,* and power steering fluid levels
- 03 Check engine coolant level
- 04 Check windshield washer fluid level
- **05 Check battery state-of-charge using Digital Battery System Analyzer (SOC Reading: _____%)**
- 06 Inspect for fuel, oil, coolant, and other fluid leaks

*** Inspect or install when equipped/required.**

UNDER VEHICLE (ON HOIST)

	OK	Adjust/Repair
01 **Remove disc brake anti-rust covers/anti-corrosion wheel film**	☑	
02 **Initialize Tire Pressure Warning System (TPWS)**	☑	
03 Inspect tires for defects/damage (including spare tire)	☑	
04 **Install rubber body plugs (Stored in glove box or console)**	☑	
05 Install wheel covers/caps*	☑	
06 Inspect under the vehicle for damage, rust, etc.	☑	
07 Visually check bolts and nuts on chassis and powertrain for looseness	☑	
08 **Install front wheel opening extension pads**	☑	
09 Inspect for fuel, oil, coolant, and other fluid leaks	☑	

ROAD TEST

A complete road test helps assure customer satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noise and driving performance.

Enter Odometer Readings

Reading Before Test 01 Reading After Test 02

- 01 Check cold engine operation
- 02 Check engine operation during warm up
- 03 Check engine at normal operating temperature
- 04 Check clutch*/transmission operation
- 05 Check brake and parking brake operation
- 06 Check steering operation and off-center/vehicle pull/flutter
- 07 Inspect for abnormal noise and vibration
- 08 Inspect for squeaks and rattles
- 09 Check heater and A/C operation
- 10 Check cruise control* operation
- 11 Check front seat heater* operation
- **12 Set/calibrate compass***

FINAL INSPECTION AND CLEANING

- 01 Remove interior protective covers, unnecessary labels, tags, etc. (Remove just before delivery to customer)
- 02 Visually inspect all interior parts for installation, damage, fit, dirt, etc.
- **03 Install floor mats using retaining clips***
- 04 Remove Rapgard™ and clear protective bumper film*
- 05 Wash and clean vehicle
- 06 Inspect paint finish for scratches, chips, rust, dents, damage, etc.
- 07 Inspect exterior body parts for proper installation, damage, rust, etc.
- 08 Place oil change sticker on inside of windshield, top left corner
- **09 Install front license plate & mounting bracket**
- 10 Place Owner's Guide and first aid kit portfolio* in glove box

COMMENTS:

Completion and retention of this form is required to comply with Toyota's Warranty Policy.

PAULOS — TECHNICIAN'S SIGNATURE

PAULOS IIRFE — NAME (PLEASE PRINT)

SERVICE MANAGER'S SIGNATURE

NAME (PLEASE PRINT)

We hereby certify that all items on this form have been checked and corrected for proper operation as required.

Date	Dealer Name	Dealer Code	Vehicle Identification Number (Sticker)
4/15/09			

[redacted]

[redacted]

Feb 11 10 01:54p p.9

TOCS80787

GERMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

TOCS80787

1001 TOCS80787

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
33472	JAMES 459	576	01/29/10	TOCS80787

[redacted]
PICKERINGTON, OH [redacted]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,201	CLASSC SILV	15631

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/TOYOTA/CAMRY/4DR SDN LE AT	07/31/09	32

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
4 T 4 B F 3 E K 0 A R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/28/10

[redacted] [redacted]

COMMENTS

MO: 4201

JOB# 1 CHARGES----------

LABOR----------
J# 1 00TOZ QUICK SERVICE TECH(S):542 INTERNAL
UNABLE TO PERFORM RECALL AT THIS TIME
CUST DID NOT LEAVE VEH.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

X
CUSTOMER'S SIGNATURE

The Reynolds and Reynolds Company ERANTINVE CC670012 D (05/01)

 ACCOUNTING COPY [END OF INVOICE] 08:03am

SF642497 O 4.5.07

p.11 [redacted] [redacted] Feb 11 10 01:55p

TOY-RQ-05D-00001117

80787

GERMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

80787

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01TOZ005	SCION 5K SERVICE	MI	59.95	01TOZ005A	5K MAINT 4 CYL	MI	59.95
01TOZ005B	5K MAINT 6 CYL	MI	62.95	01TOZ005C	5K MAINT 8 CYL	MI	63.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/14/09	59121	5	92	98	I	75TOZ	PDI
				98	I	75TOZLIC	PDI ACCESSORIES

SALESPERSON NO. 185 TIMOTHY G NILSEN

S E R V I C E

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO	R.O. NO.
CASH ☐	4T4BF3EK0AR[redacted]	10/TOYOTA/CAMRY/4DR SDN LE AT		15631		80787

CREDIT CARD ☐ / CHARGE (PRIOR APPROVAL) ☐ / OTHER ☐	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted] PICKERINGTON, OH [redacted]	33472		07/31/09	32		01/28/10

CALL WHEN READY ☐ YES ☐ NO	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
[redacted]	CLASSC SILV MET/A				576

TURBO	M/M/O	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	TOZZ				4,201	459	JAMES

IS CUSTOMER WAITING? ☐ YES ☐ NO	RESIDENCE PHONE	BUSINESS PHONE
	[redacted]	[redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
05:21pm	01/28/10 08:00pm	1

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

X _____

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 | 00TOZ QUICK SERVICE

UNABLE TO PERFORM RECALL AT THIS TIME

Gone

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO
IF THE EXPECTED COST OF REPAIR
MORE THAN TWO HUNDRED DOLLARS

In the event a final price
do not authorize
imposed for disassembly
Such charge will be
or parts involved in the

ORIG. ESTIMATE

$

This Facility charges 8% of the Total Labor Charges, up to a Maximum of $15.00, for Shop Materials.

See reverse side for important information

GERMAIN

www.germaintoyota.net

5777 Scarborough Blvd.
Columbus, OH
43232
(614) 759-3026

Next Service With
JAMES

Return Mileage
9201

PLEASE PEEL OFF SLOWLY

The Reynolds and Reynolds Company ETAILWO14HB CO8A167.0 (04/09)

SERVICE FILE COPY

80787

p.10 [redacted] [redacted] Feb 11 10 01:55p

TOY-RQ-05D-00001118

TOCS81575

GERMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3025
www.germaintoyotacolumbus.com

TOCS81575

1001|TOCS81575

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
33472	JAMES 459	1374	02/08/10	TOCS81575

[redacted]
PICKERINGTON, OH [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,364	CLASSC SILV	15631

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/TOYOTA/CAMRY/4DR SDN LE AT	07/31/09	32

VEHICLE I.D. NO.	SELLING DEALER NO	PRODUCTION DATE
4T4BF3EK0AR[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/08/10

[redacted] [redacted]

COMMENTS: MO: 4364

JOB# 1 CHARGES

LABOR

J# 1 03TOZAQA SAFETY RECALL AQA TECH(S):289 WARRANTY

SAFETY RECALL SSC AQA
friction in the mechanism may increase and intermittently
result in the accelerator pedal being hard to depress
and/or slow to return.
SAFETY RECALL SSCAQA
COMPLETED SSC AQA
install precision-cut steel reinforcement bar
that will increase the clearance in between the internal
mechanisms in the pedal assembly. This increased clearance
will reduce the friction caused by wear and environmental
conditions and allow the pedal to operate smoothly
for the life of the vehicle.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	78112-07050	PLATE, ACCELERATO		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 03TOZ90L CAMRY ACC PEDAL MOD TECH(S):289 WARRANTY

CUSTOMER REQUEST SSC-90L SERVICE CAMPAIGN
the defect is the potential for an unsecured or incompatible
drivers floor mat interfere with the accelerator pedal and
cause it to get stuck in the wide open position.
Toyota has determined that this defect does not exist in
vehicles in which the driver?s side floor mat is compatible
with the vehicle and properly secured.
Modify both the rigid plastic accelerator pedal
and the floor surface in the driver?s foot-well.
As an additional measure independent of the vehicle
based recall remedy,we will also install a newly
designed override system on non-hybrid Camry vehicles
to provide an extra measure of confidence. This
system will cut engine power in case of simultaneous
application of both accelerator and brake pedals at certain
speeds and driving conditions.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	04009-52106	TIBIA PAD ASSY		WARRANTY
	1	78118-41010	STOPPER, ACCELERA		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

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X
CUSTOMER'S SIGNATURE

The Reynolds and Reynolds Company, ERA/NTRVC CC/JOB/12.0 (05/07)

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 03:52pm

SF5424B2(2 10)

TOCS81575

TOCS81575

GERMAIN

TOYOTA GERMAIN TOYOTA OF COLUMBUS

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

1001 TOCS81575

CUSTOMER NO. 33472	ADVISOR JAMES 459	TAG NO. 1374	INVOICE DATE 02/08/10	INVOICE NO. TOCS81575
[redacted] PICKERINGTON, OH [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 4,364		COLOR CLASSC SILV	STOCK NO. 15631
	YEAR / MAKE / MODEL 10/TOYOTA/CAMRY/4DR SDN LE AT		DELIVERY DATE 07/31/09	DELIVERY MILES 32
	VEHICLE I.D. NO. 4T4BF3EK0AR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/08/10	
[redacted]	COMMENTS			MO: 4364

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

X [redacted]
CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD. THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE

X
CUSTOMER'S SIGNATURE

The Reynolds and Reynolds Company EMAINTINVF CC67/0012 O (05/07)

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 03:52pm

SF642492 O 1-05

p.13 [redacted] [redacted] Feb 11 10 01:56p

TOY-RQ-05D-00001120

81575

GERMAIN

289

TOYOTA GERMAIN TOYOTA OF COLUMBUS

5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 868-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

81575

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
					By Showroom		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/28/10	80787	4201	459	542	I	00TOZ	QUICK SERVICE
04/14/09	59121	5	92	98	I	75TOZ	PDI
				98	I	75TOZLIC	PDI ACCESSORIES

SALESPERSON NO. 185 TIMOTHY G NILSEN

S E R V I C E

TERMS: CASH ☐ CREDIT CARD ☐ CHARGE (PRIOR APPROVAL) ☐ OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

IS CUSTOMER WAITING? ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO.: 4T4BF3EK0AR[redacted]

YEAR/MAKE/MODEL: 10/TOYOTA/CAMRY/4DR SDN LE AT

PRODUCTION DATE:

STOCK NO.: 15631

LICENSE NO.: 81575

[redacted]

PICKERINGTON, OH [redacted]

CUSTOMER NO.: 33472

SERVICE CONTRACT:

DELIVERY DATE: 07/31/09

DELIVERY MILES: 32

SELLING DEALER NO.: 02/08/10

COLOR: CLASSC SILV MET/A

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 1374

TURBO: | M/MC: TOZZ | AIR COND.: | P.S.: | TRANS: | MILEAGE: 4,364 | ADVISOR NO.: 459 | ADVISOR: JAMES

RESIDENCE PHONE: [redacted]

BUSINESS PHONE: [redacted]

TIME RECEIVED: 11:06am | DATE/TIME PROMISED: 02/08/10 09:00pm | PRIORITY: 1

LABOR RATE:

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 03TOZA0A *SAFETY RECALL A0A*
SAFETY RECALL SSC A0A
friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return.

2 W 03TOZ90L *CAMRY ACC PEDAL MOD*
CUSTOMER REQUEST SSC-90L SERVICE CAMPAIGN

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE ...
IF THE EXPECTED COS...
MORE THAN TWENTY-FIVE ...

ARTICLE
PREMIUM

In the event this ...
do not authorize ...
imposed for ...
Such charge will be ...
or parts involved ...

This Facility charges 8% of the Total Labor Charges, up to a Maximum of $15.00, for Shop Materials.

GERMAIN

www.germaintoyota.ne

5777 Scarborough Blvd.
Columbus, OH
43232
(614) 759-3026

Thank You For Your Business!

PLEASE PEEL OFF SLOWLY

23

The Reynolds and Reynolds Company ERALFLWO14HB CC688187 O (04/09)

PAGE 1 OF 1

SERVICE FILE COPY

81575

p.14 [redacted] [redacted] Feb 11 10 01:57p

TOY-RQ-05D-00001121

TOYOTA scion

Multipoint Inspection

CUSTOMER AND VEHICLE INFORMATION

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

Email: _____

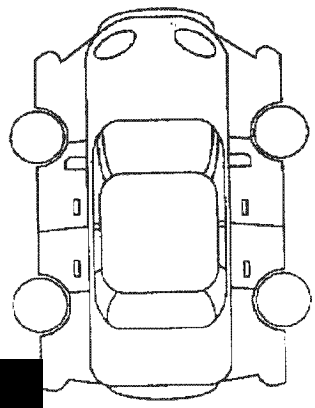
Year/Make/Model: _____

Mileage: 4364 License#: _____

VIN 4T4BF3EKDAR [redacted]

1/4 Time: _____ Promise Time: _____ Hat /Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

_____

Initial Estimate: _____

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

Exterior

- Horn operation
- Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
- Windshield wiper and washer operation
- Windshield glass
- Fuel tank cap gasket

Interior

- Dome light / amp light / dimmer combination meter
- Cabin air filter
- Parking brake operation

Under Hood

- Air filter
- Battery condition (cables / clamps / corrosion)
- Battery state of health
- Cooling system (leaks)
- Hoses (cracks / damage / leaks)
- Drive belts (cracks / damage / wear)
- Radiator core / air condition condenser (if equipped)

Fluids

OK / Filled (Oil level on arrival)

- Windshield Washer
- Coolant (_____ degree of protection)
- Power steering (if equipped)
- Brake reservoir
- Clutch reservoir (if equipped)
- Transmission / transaxle
- Differential (if equipped)
- Transfer case (4WD models)

Under Vehicle

- Propeller / driveshaft (damage / leaks / U-joints)
- Drive / CV shaft (damage / leaks / boots)
- Axle hub & bearing (damage / leaks / noise)
- Steering linkage (damage / leaks / worn components)
- Suspension (damage / leaks / worn components)
- Fluid leaks (engine / transmission / differential)
- Exhaust system (damage / leaks / corrosion)
- Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Tires

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked / adjusted to:

LF _____/_____ RF _____/_____ LR _____/_____ RR _____

Spare _____ / _____ ☐ Spare not checked/adjusted

Tread depth:

LF _____/32 RF _____/32 LR _____/32 RR _____/32

Tire damage / abnormal wear:

LF RF LR RR Spare

Rims / wheels / lug nuts:

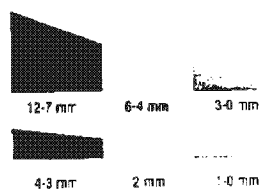
LF RF LR RR

Tires Rotated Torque Spec: _____

Brakes

Brake lining:

LF _____ mm RF _____ mm LR _____ mm RR _____ mm



Front / Rear Disc Brakes

Rear Drum Brakes

- Brake lines / hoses / parking brake cable
- Discs / drums / calipers / wheel cylinders

Comments _____

Technician Team: _____

☐ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

TOYINSP-TXM (08/06)

Top — Customer Copy / Bottom — Dealer Copy

TO ORDER: www.reysource.com; 1-800-344-0026

p.16 [redacted] [redacted] Feb 11 10 01:58p

TOY-RQ-05D-00001122

Diagnostic Report

Vehicle Information

Vehicle: 2010 Camry **VIN:** 4T4BF3EK0AR[redacted] **Mileage:** 4364

Repair Order: 81575

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	No Action Required	**90L Performed** **A0A Performed**

Performed: 02/08/10, 12:11 PM

Technician Signature: _____

Manager Signature: _____

GERMAIN TOY OF COLUMBUS
5777 SCARBOROUGH BLVD.
COLUMBUS, OH 43232
Phone Number: (614) 868-0300

[redacted] [redacted]

Feb 11 10 01:58p p.17

[redacted]

[redacted]

Feb 11 10 01:58p

TOY-RQ-05D-00001124

TOYOTA SCION

Multipoint Inspection

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

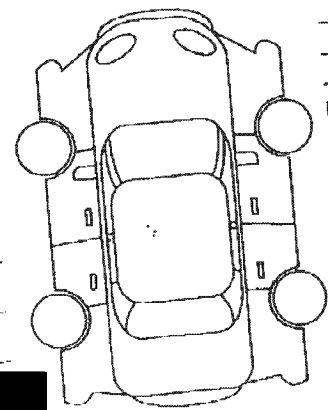
Email: _____

Year/Make/Model: _____

Mileage: 43604 License#: [redacted]

VIN 4T4BF3EK0AR[redacted]

1/4 Time: _____ Promise Time: _____ Hat/Tag#: _____



Description of service to be performed:

_____

_____

_____

Initial Estimate: _____

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Signature: _____

FILE START

January 30, 2010

RECEIVED
FEB 03 2010
Customer Support Group

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

SUBJECT: FULL REFUND OF NEW CAR PURCHASE DUE TO SUDDEN ACCELERATION PROBLEMS IN TOYOTA VEHICLES

We purchased a new 2010 RAV4, VIN # JTMZF4DV4AD[redacted] on November 29, 2009 from Toyota Santa Monica with 151 miles on the odometer. The vehicle was not picked up from the dealer until December 15, 2009. It was driven from the dealer directly to our home and parked in our garage. The vehicle has not been driven since December 15, 2009 due to the fact that we were waiting for the arrival of several accessories that we wanted before starting to use the vehicle. The vehicle has only 167 miles on the odometer at this time.

On January 21, 2010, Toyota filed a "Safety Recall on Select Toyota Division Vehicles for Sticking Accelerator Pedal." As owners of Toyota vehicles for over 20 years, we are horrified and outraged to discover that Toyota has known about life-threatening safety problems involving unexplained sudden-acceleration for many years, but had only initiated the recall on January 21, 2010. This source, http://thehill.com/homenews/house/78731-waxman-takes-aim-at-toyota, quoted a statement from U.S. representative Bart Stupak that: "Incidences of sticking accelerators have been ongoing with Toyota vehicles for up to a decade, and have led to a disproportionally high number of deaths"

Toyota's official recommendation for "What you should do if you believe your vehicle is affected by this condition" published at http://www.toyota.com/recall/pedal.html is absurd considering the overcrowded traffic conditions that exist in Los Angeles, California. Should the vehicle that we purchased experience a sudden unexpected acceleration, an unacceptably high risk of serious injury or death would still exist, despite Toyota's recommendations. We are absolutely unwilling to assume such a risk!

Toyota states at http://pressroom.toyota.com/pr/tms/xxxxx-153289.aspx that: "Further, Camry, RAV 4, Corolla and Highlander vehicles with VINs that begin with "J" are not affected and will remain for sale." This statement does not resolve this issue for us because there are numerous published statements from automotive experts that demonstrate that the 'sticky pedal' explanation does not adequately account for all cases of sudden acceleration:

> ... Federal vehicle safety records reviewed by The Times also cast doubt on Toyota's claims that sticky gas pedals were a significant factor in the growing reports of runaway vehicles. Of more

than 2,000 motorist complaints of sudden acceleration in Toyota and Lexus vehicles over the last decade, just 5% blamed a sticking gas pedal, the analysis found.

What's more, the National Highway Traffic Safety Administration has conducted eight investigations into sudden-acceleration problems in Toyota vehicles over the last seven years, none of which identified a sticking pedal as a potential cause.

"The way the sudden-acceleration problems are occurring in reported incidents doesn't comport with how this sticky pedal is described," said Sean Kane, president of Safety Research & Strategies, a Rehoboth, Mass., auto safety consulting firm. "We know this recall is a red herring."

...

The automaker also uses pedals supplied by Denso Corp., a Japanese company with North American headquarters in suburban Detroit, but has said those do not appear to be defective.

However, the Times review of federal safety records shows several instances of complaints of stuck pedals on vehicles built in Japan, which Toyota has said are not subject to the recall. For example, one complaint, filed two years ago, told of a 2007 Japanese-built Camry in Maryland with a pedal that "stuck to the floor."

A wide group of national automotive experts say there is strong evidence that a hidden electronic problem must account for at least some, if not most, of the Toyota sudden-acceleration events.

Source: http://www.latimes.com/business/la-fi-toyota-pedal30-2010jan30,0,4401302.story?track=rss

In recent interviews, two former NHTSA administrators, Ricardo Martinez and Joan Claybrook, have said they believe that some kind of electronic glitch may be causing the Toyota problems. Similar conclusions are being drawn by independent automotive safety experts, forensic mechanics and automotive electronics researchers, as well as many consumers.

Source: http://www.latimes.com/business/la-fi-toyota-pedal30-2010jan30,0,4401302.story?page=2

A House Energy and Commerce subcommittee will hold a hearing Feb. 25 to investigate Toyota's massive recalls related to vehicles that can accelerate out of control.

... In an interview, Stupak said that he remained uncertain whether Toyota's assessment of the problem was adequate. In the letters to Toyota and NHTSA, Stupak asked for a comprehensive timeline of what the two organizations knew about sudden-acceleration problems and when they knew it.

Source: http://www.latimes.com/business/la-fi-toyota-hearing29-2010jan29,0,1084334.story

It is clearly evident that the root cause of unexplained sudden-acceleration of RAV4 and other Toyota models has not been conclusively determined. Therefore, considering the safety of our family and others, we cannot and will not assume the risk of operating this vehicle. We hereby rescind the purchase of this vehicle effective immediately and expect a full refund of all monies paid.

[redacted]

[redacted]

Los Angeles, CA. [redacted]

Cc:
Office of Rep. Henry Waxman
8436 West Third Street Ste 600
Los Angeles, CA 90048

Office of Rep. Henry Waxman
2204 Rayburn House Office Building
Washington, D.C. 20515

TOY-RQ-05D-00001129

[redacted]
Los Angeles, CA [redacted]

CERTIFIED MAIL

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CPU
PB 1P 000
3657634
FCML

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$ 5.54⁰
MAILED FEB 01 2010
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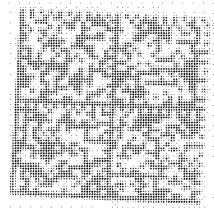

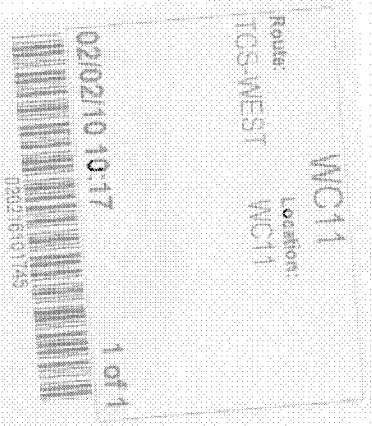

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

RETURN RECEIPT REQUESTED

FILE START

February 2, 2010

VIA U.S. MAIL

[redacted]
Sherman Oaks, CA [redacted]

Re: VIN: JTHBJ46GX92[redacted]
Vehicle's Year and Model: 2009 ES 350

Dear Mr[redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]

2/2/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Sherman Oaks, CA. [redacted]

Dear Mr. [redacted],

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If you have not already done so, you should contact your local Lexus dealer to schedule an appointment to have the recall completed.

We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

February 2, 2010

VIA U.S. MAIL

[redacted]
Staten Island, NY [redacted]

Re: 2008 ES 350
Vehicle Identification Number: **JTHBJ46G682**[redacted]

Dear Mr.[redacted]

Thank you for working with us while we investigate your concerns regarding your 2008 ES 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your repurchase request will be investigated by our Eastern Area Office.

.

In order for a proper review of your claim, we will need the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

Please send this information to the following address:

Lexus Eastern Area Office
205 Jefferson Road
Parsippany, NJ 07054
Attn: Ms. Karen Rotola
(973) 884-1011 - Main
(973) 884-1266 - Fax

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' effort to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Mr. Don Lomanto – Lexus Eastern Area Office
Ms. Karen Rotola – Lexus Eastern Area Office
Ms. Lorraine Ryan –Lexus Eastern Area Office

see attached letter

see attached letter

205 Jefferson Road
Parsippany, NJ 07054

973-884-1011
973-884-1266 Fax
www.lexus.com

February 25, 2010

[redacted]
Staten Island, NY [redacted]

Re: Claim of: [redacted]
VIN: JTHBJ46G682[redacted]
Vehicle's Year and Model: 2008 ES350

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on 2007 to 2010 ES350 models and on November 25, 2009, we announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor. In addition, as a separate measure independent of the vehicle-based remedy, a newly-designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On January 28,2010, Ray Catena Lexus of Monmouth implemented the recall measures on your Lexus ES350, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Karen Rotola
Lexus Customer Satisfaction

FILE START

February 2, 2010

VIA U.S. MAIL

[redacted]
Albuquerque, NM [redacted]

Re: VIN: JTHBE262485[redacted]
Vehicle's Year and Model: 2008 IS 350

Dear Mr. [redacted]:

Thank you for working with us while we investigate your concerns regarding your 2008 IS 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]

2/2/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 23, 2010

[redacted]
[redacted]
Albuquerque, NM [redacted]

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal and, on November 25, 2009, we announced more detailed vehicle-based remedies for the IS 250/350 models. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal, and (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats. In addition, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

In the near future you will be receiving a letter from Lexus with instructions on having the Safety Recall Campaign performed on your vehicle.

We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. In the meantime, the removal of the driver's side floor mat will also address this concern. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

February 2, 2010

VIA U.S. MAIL

[redacted]
Garden Grove, CA [redacted]

Re: VIN: JTHBE262095[redacted]
Vehicle's Year and Model: 2009 IS 350

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 IS 350. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

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5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]
2/2/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
Fax#: 949-727-2599

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

February 26, 2010

[redacted]
Garden Grove, CA. [redacted]

Dear Mr. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal and, on November 25, 2009, we announced more detailed vehicle-based remedies for the IS 250/350 models. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal, and (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats. In addition, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

In the near future you will be receiving a letter from Lexus with instructions on having the Safety Recall Campaign performed on your vehicle.

We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. In the meantime, the removal of the driver's side floor mat will also address this concern. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Bloomfield Drive
West Caldwell, NJ 07006
973 575-7600

February 24, 2010

[redacted]
Orchard Park, New York [redacted]

Dear [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, Toyota has designed a brake override system for your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On February 12, 2010, West Herr Toyota of Orchard Park, New York implemented the recall measures on your vehicle, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to the safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request for a refund. If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Sincerely,

Hanna M. Diver
Customer Relations Specialist

TOY-RQ-05D-00001158

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006
973 575-7600

February 12, 2010

[redacted]
Orchard Park, New York [redacted]

Dear [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, Toyota has designed a brake override system for your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

On February 12, 2010, West Herr Toyota of Orchard Park, New York implemented the recall measures on your vehicle, which have fully addressed the issues raised in the recall. We understand your concern about your vehicle, but you can be assured that the condition that led to the safety recall has been fully addressed by the remedies described above, and there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Since the recall remedies have been performed to your vehicle and your vehicle is operating as designed, we are declining your request for a refund. If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Sincerely,

Hanna M. Diver
Customer Relations Specialist

19397TO **163618**

WARRANTY

WESTHERR TOYOTA
DRIVEN BY CUSTOMER SATISFACTION
4141 Southwestern Blvd · Orchard Park, NY 14127
(716) 648-4141
www.westherr.com
REPAIR SHOP REG NO. 7088117

[redacted]
ORCHARD PARK, [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 7996 JANET GASKIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TN	10	TOYOTA CAMRY	4T1BF3EK6AU[redacted]		7131/7131	T2230

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17OCT09 DD			WAIT 12FEB10			CASH	12FEB10

R.O. OPENED	READY	OPTIONS: STK: TOE10817 DLR: 31160 ENG: 2.4 Liter
14:36 12FEB10	15:55 12FEB10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
B 90L CUT PEDAL, MOD CARPET, REMOVE SOUND MATL CAMRY			
CAUSE: 90L			
9911MA 90L CUT PEDAL, MOD CARPET, REMOVE SOUND MATL CAMRY			
8428 WARR 2.10		195.30	195.30
1 04009-52106 TIBIA PAD	4.04	4.04	4.04
1 78118-41010 PAD RUBBER	1.77	1.77	1.77
1 00451-00001-LBL MOD LABEL			0.00
FC:			
PART#: 04009-52106			
COUNT: 3	350	581 TPARTS	
CLAIM TYPE: SC			
AUTH CODE: 9911MA			
	3990	19530 TLABOR	
2131 90L PERFORM 90L RECALL			
**********			
WAIT CREATED 2010-02-05 02:08:00PM			

Fax to:
310-381-4389

COST, SALE, & COMP TOTALS 4340 20111 0

AUTHORIZATION	IF NOT ACCEPTED, RETURN MAT'L TO DLR. ☐

ADJUSTED		DEALER		
		DEALER LABOR		
		DEALER PARTS		
		SPECIAL SERVICE/ CHARGES		
		TOTAL		

PUT X IN BOX BELOW IF TRANSIENT ☐

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	195.30
PARTS AMOUNT	5.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	201.11
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	201.11

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WARRANTY COPY

FILE START

[redacted]
Toluca Lake, CA [redacted]

RECEIVED
FEB 12 2010
Customer Support Group

February 3, 2010

Jim Lentz
President & COO
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

RECEIVED
FEB 04 2010
EXECUTIVE OFFICES

Re: 2007 Camry ("Our Camry")

Dear Mr. Lentz:

My husband and I have been very satisfied Camry owners for nearly three years. We bought Our Camry because it is a reliable car and has a good resale value. We upgraded to a leather interior, have taken excellent care of Our Camry, and it now has less then 20,000 miles on it. We have not been disappointed. For various unrelated reasons, we were considering selling Our Camry in a private party sale this spring, but had not decided on a replacement vehicle.

Two weeks ago, Our Camry was worth almost $15,000.00 ... today it is worth 0.

Enclosed is a copy of the appraisal from the Kelley Blue Book website. As you can see, a Camry in good condition is valued at $14,590.00. This letter is our formal request that Toyota purchase Our Camry at its January value. I propose the transaction be handled as follows:

- Toyota send a check in the amount of $14,590.00 to our attorney, the Law Offices of Goldfarb, Sturman & Averbach ("GS&A"), which will be held in their client trust account pending delivery of Our Camry and the pink slip to Toyota.
- Concurrently therewith, we will provide to GS&A the pink slip for Our Camry.
- Toyota will make arrangements to pick up Our Camry and the fully-executed pink slip from GS&A.
- Upon Toyota taking possession of Our Camry and the pink slip, we will negotiate the check.

This letter will constitute our binding agreement not to disclosure the terms of transfer or settlement regarding Our Camry. If you would like a more formal agreement, we are prepared to sign one.

Please send future correspondence, and your non-disclosure agreement, directly to GS&A, as follows:

Steven L. Feldman, Esq.
Goldfarb, Sturman & Averbach
15760 Ventura Boulevard
Suite 1900
Encino, CA 91436

818/990-4414

Please forward your check to GS&A within ten (10) days of the date of this letter. We think this is a fair and reasonable solution for both parties in connection with the decreased value and lack of marketability of Our Camry, and we look forward to a timely resolution.

Thank you for your prompt and personal attention to this matter.

Very truly yours,

[redacted]

LAM:mmi
Enclosure

cc: Steven L. Feldman, Esq.

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THE TRUSTED RESOURCE
SEARCH
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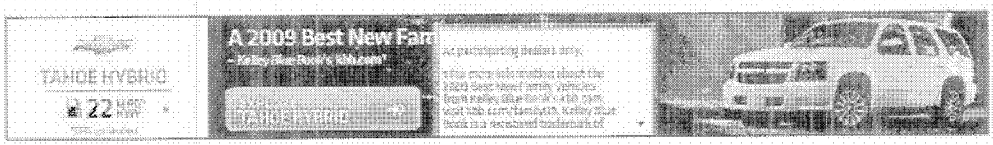
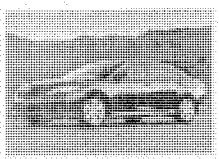
Used Car Values | Search Used Car Listings | Certified Pre-Owned | Compare Vehicles | Perfect Car Finder | Most Researched Vehicles | CARFAX Vehicle History
Welcome Back | Sign In | Create Account | My KBB ZIP Code: 91602



2007 Toyota Camry LE Sedan 4D

Trade-In Value
Private Party Value
Suggested Retail Value
CPO Value
Photo Gallery
Compare Vehicles NEW!
Blue Book Review
Consumer Ratings
Find Your Next Car
Specifications

BLUE BOOK® PRIVATE PARTY VALUE



More Photos

Condition (what's this?)	Value
Excellent	$15,390
Good	$14,590
Fair	$13,490

NEXT STEP: SEARCH LOCAL LISTINGS

Shopping Tools
Free CARFAX Record Check
Auto Loan from 4.24% APR
Get Your Credit Score Now
Compare Insurance Rates with Progressive
Payment Calculator
Extended Warranty Quote
Print For Sale Sign

BUY A USED CAR On Blue Book Classifieds℠
Toyota
Camry
75 Miles
Near ZIP 91602
To View Ads, Click

FIND THE RIGHT CAR Compare Used vs. New
$10,000 to $15,000
Both New and Used
Sedan
To View List, Click

VIEW ANOTHER VEHICLE
Select Year...
Select Make...
Select Model...
Or Search by Category
Or Change ZIP Code

Free CARFAX Record Check Powered by CARFAX
VIN:
No VIN? No Problem!

Average Consumer Rating (852 Reviews) Read Reviews

4.4 out of 5 Review this Vehicle

Similar New Vehicles

2010 Toyota Camry

Photos
Review
Pricing

2010 Suzuki Kizashi

Photos
Review
Pricing

More Results

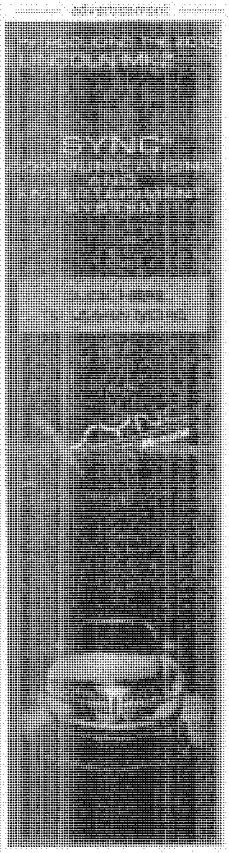
Vehicle Highlights

Mileage:	19,800
Engine:	4-Cyl, 2.4 Liter
Transmission:	Automatic
Drivetrain:	FWD

Selected Equipment Change Equipment

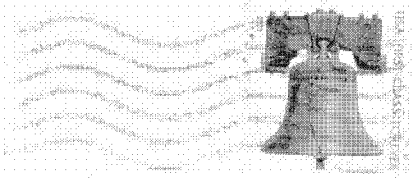
Standard

advertisement
Powered by Toyota/Scion Financial Services
Get a Quick Quote
advertisement



[redacted]
Toluca Lake, CA [redacted]

SANTA CLARITA
CA 913
20 FEB 2008 PM



H034

Jim Lentz
President & COO
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

RECEIVED
FEB 04 2008
EXECUTIVE OFFICES

90501+1136

TOY-RQ-05D-00001166

February 16, 2010

Mr. Steven L. Feldman
Goldfarb, Sturman & Averbach
15760 Ventura Boulevard
Encino, CA 91436

Re: Claim of: [redacted]
VIN: 4T1BE46K97U[redacted]
Vehicle's Year and Model: 2007 CAMRY

Dear Mr. Steven L. Feldman,

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 02/16/2010, seeking relief under the California Lemon Law on behalf of [redacted]. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that [redacted] seeks Lemon Law relief based on following concerns:

1. Driveability - Floor Mat Interference
2. Emissions - Burning smell
3. Body - Door hard/will not close (Non-Slider)

If this is not an accurate description of your client's concerns, please contact us immediately.

We will also need to review the following information which you or your client may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were included in the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of the vehicle.

Because Toyota values retaining your client as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to your client. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and

equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

2/19/2010

Mr. Steven L. Feldman
Goldfarb, Sturman & Averbach
15760 Ventura Boulevard
Encino, CA 91436

Re: Claim of: [redacted]
VIN: 4T1BE46K97U[redacted]
Vehicle's Year and Model: 2007 CAMRY

Dear Steven L. Feldman,

We received your clients recent letter and understand your clients concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If your client has not already, your client will be receiving a letter from Toyota with instructions on having the floor mat entrapment recall measures performed on your vehicle. Upon receipt of the letter, your client should contact there local Toyota dealer to schedule an appointment for there vehicle.

We understand your clients concern about there vehicle, but your client can be assured that the condition that led to the safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, your client will not be at risk for pedal entrapment, as long as your client uses the appropriate floor mats in there vehicle and secure them properly. Therefore, at this time we are declining your request to have your clients vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Very Truly Yours,

Monica Herron
Toyota Customer Satisfaction

FILE START

February 11, 2010

[redacted]
Bayside, NY [redacted]

Re: VIN: 4T4BE46K89R[redacted]
Vehicle's Year and Model: 2009 CAMRY

Dear Ms. [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a phone call from you on 02/05/2010, seeking relief under the New York Lemon Law. Your request has been forwarded to me at our New York Regional office to ensure efficient handling and a prompt response.

At this time, we are uncertain about the specific concerns which form the basis of your Lemon Law claim. Because we cannot investigate this claim without such information, we ask that you contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Toyota Customer Satisfaction

cc: - Toyota New York Office

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006
973 575-7600

February 22, 2010

[redacted]
Bayside, NY [redacted]

Dear Mrs. [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com.

In the course of its investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. On September 29, 2009, Toyota issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, Toyota announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal on the involved vehicles and on November 25, 2009, Toyota announced more detailed vehicle-based remedies. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal; (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota all-weather floor mats; and (3) reconfiguring the driver's side foot-well to increase the space between the accelerator pedal and the floor.

Separately, Toyota has identified the possibility that certain accelerator pedal mechanisms may stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position. On January 21, 2010, Toyota issued a consumer safety advisory relating to the

issues of the potential for the sticking of the accelerator pedal. Toyota's engineers have developed and rigorously tested a solution that is both effective and simple. A precision-cut steel reinforcement bar will be installed into the accelerator pedal assembly on the involved vehicles, thereby eliminating the excess friction that has caused pedals to stick in rare instances.

In addition to the measures discussed above, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto your vehicle as an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

If you have not already, in the near future you will be receiving a letter from Toyota with instructions on having the accelerator pedal recall measures performed on your vehicle. You will also be separately receiving a letter from Toyota with instructions on having the floor mat entrapment recall measures performed on your vehicle. Upon receipt of the recall letters, you should contact your local Toyota dealer to schedule an appointment for your vehicle.

We understand your concern about your vehicle, but you can be assured that the conditions that led to the safety recalls have been fully addressed by the remedies described above, and that once those remedies are implemented, you will not be at risk for a sticking pedal or pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. Therefore, at this time we are declining your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Sincerely,

Hanna Diver
Customer Relations Specialist

TOY-RQ-05D-00001174

FILE START

January 27, 2010

RECEIVED
FEB 04 2010
Customer Support Group

Tony Cutrone
General Manager
Gatorland Toyota
2985 N. Main Street
Gainesville, Florida 32609

Mr. Cutrone:

On January 9, 2010, I purchased (deal #99082) a model year **2010 Toyota Camry (VIN: 4T1BK3EK9AU[redacted]** from Gatorland Toyota in Gainesville, Florida.

This is a formal request for Gatorland Toyota to purchase back from me the Camry mentioned above for an amount of **$29,698.35.** This amount includes my loan pay off balance of $21,198.25 with Southeast Toyota Finance; the $5,500 cash down payment I gave Gatorland; and the $3,000 for my trade-in, which I owned free and clear.

My request is justified and valid for many reasons. Outlined below are some of the facts/reasons in which I base my request:

- On January 9, 2010, during the sales process, I believe that Gatorland Toyota's Sales Manager Ryan Fischer and Sales Associate Alonzo Strickland misled me. I told the men that I recalled briefly hearing something in the media about "runaway Toyotas," which involved the gas pedal becoming stuck. I specifically asked both men if the Camry in question was affected by the recall and if the accelerator pedal entrapment issue relative to this particular vehicle had been resolved. Both men assured me several times that the issue was resolved. Mr. Fischer explained that the vehicle was not equipped with all-weather mats and came with new floor mats. However, both Mr. Fischer and Mr. Strickland failed to explain that the remedy to this problem, as specified by Toyota on November 25, 2009, also includes re-configuring the shape of the accelerator pedal and re-configuring the shape of the floor surface underneath. In addition, I was not told that the vehicle in question was slated for installation of a brake override system. Furthermore, the remedies specified by Toyota were not performed on this vehicle (with the exception of new floor mats). I strongly believe that Gatorland Toyota should not have sold me this vehicle until all the remedies have been performed. Additionally, if the extent of the recall would have been explained to me, and I was told about pending work to the car (re-configuring of the floor and installation of a brake override system), I would not have purchased the vehicle.

- On January 21, 2010 (just 11 days after my purchase), Toyota Motor Sales U.S.A., (TMS) filed a Defect Information Report (DIR) with the National Highway Traffic Safety. On the same day, they posted a voluntary safety recall on their Web site, in which their Group Vice President Irv Miller said, *"Our investigation indicates that there is a possibility that certain accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position."* My contention is that TMS knew of its intention to file a DIR prior to January 21, 2010. Additionally, TMS must have been aware of the problems with the CTS pedal (which my vehicle has) long before my purchase. TMS; Southeast Toyota Distributors, LLC; and Gatorland Toyota should have provided consumers with information/disclosure relative to the pending investigation regarding the CTS pedal. None of this was disclosed to me when I purchased my vehicle. I bought a Toyota for its claim of safety and reliability. I would have never purchased the vehicle if I had been made aware of the issue with the CTS pedal. Furthermore, TMS; Southeast Toyota Distributors, LLC; and Gatorland Toyota brought this vehicle to market, even though it was not suitable for sale , as a safety recall was imminent, and Federal Law requires that dealers are not to deliver any new vehicle acquired in their inventory until the necessary remedies have been performed.

- I purchased a Toyota for its safety and reliability. However, my purchased has robbed me of peace of mind. I am especially distressed to know that my vehicle is equipped with a CTS pedal, and TMS has instructed its dealers to suspend sales of any Camry with a CTS pedal. I am required to travel for my work, and every time I have to drive my vehicle, I experience mental anguish.

- The vehicle is no longer utilitarian. Some of my colleagues and friends have refused to be passengers in my vehicle, as they fear for their safety.

My hope is that we can settle this matter directly, amongst ourselves. I await your prompt response. My contact information is as follows:

[redacted]
Gainesville, Florida [redacted]
[redacted]
Email: [redacted]

Thank you,
[redacted]

Cc: Ryan Fischer, sales manager - Gatorland Toyota; Alonso Strickland; sales associate - Gatorland Toyota; Colin Brown, president and CEO - Southeast Toyota Distributors, LLC; Jim Lentz, resident - Toyota Motor Sales, U.S.A., Inc; Yukitoshi Funo, executive vice president - Toyota Motor Sales, U.S.A., Inc; Irv Miller, group vice president, environmental and public affairs - Toyota Motor Sales, U.S.A., Inc.

NHTSA 10409
Wednesday, November 04, 2009

[redacted]

The National Highway Transportation Safety Administration (NHTSA) issued a statement today correcting inaccurate and misleading information put out by Toyota concerning a safety recall involving 3.8 million Toyota and Lexus vehicles.

A press release put out by Toyota earlier this week about their recall of 3.8 million Toyota and Lexus vehicles inaccurately stated NHTSA had reached a conclusion "that no defect exists in vehicles in which the driver's floor mat is compatible with the vehicle and properly secured." NHTSA has told Toyota and consumers that removing the recalled floor mats is the most immediate way to address the safety risk and avoid the possibility of the accelerator becoming stuck. But it is simply an interim measure. This remedy does not correct the underlying defect in the vehicles involving the potential for entrapment of the accelerator by floor mats, which is related to accelerator and floor pan design. Safety is the number one priority for NHTSA and this is why officials are working with Toyota to find the right way to fix this very dangerous problem. This matter is not closed until Toyota has effectively addressed the defect by providing a suitable vehicle based solution.

NHTSA constantly monitors consumer complaints and other data. This comprehensive recall focuses on pedal entrapment by floor mats, but NHTSA will fully investigate any possible defect trends in these vehicles.

TIMELINE OF EVENTS

- On September 29, 2009, NHTSA issued a Consumer Alert warning owners of Toyota and Lexus vehicles about "conditions that could cause the accelerator to get stuck open." As an interim measure, NHTSA "strongly encouraged" owners of specific models to take out the removable driver's side floor mats and not to replace them any other type of mat. NHTSA warned consumers "a stuck accelerator may result in very high vehicle speeds and a crash, which could cause serious injury or death."

- On the same day, Toyota issued a voluntary recall of 3.8 million vehicles to address problems caused when removable floor mats push the accelerator pedal to the floor.

- NHTSA officials are meeting with Toyota to hear their action plan for redesigning the vehicles and correcting this very serious defect.

The replacement mats was never a resolution — why was I told it was and there was nothing to worry about?

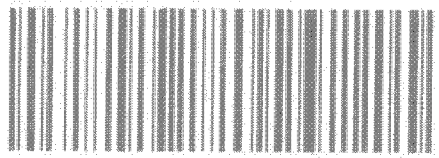
TOY-RQ-05D-00001179

[redacted]
Gainesville, FL [redacted]

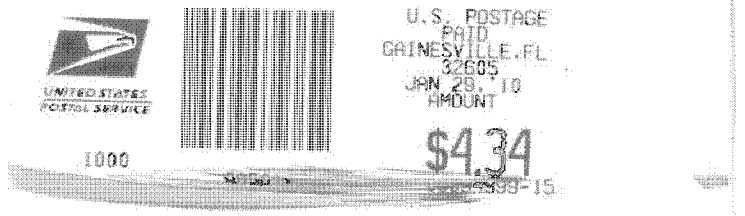
7009 2250 0003 5616 9502

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.

CERTIFIED MAIL™



7009 2250 0003 5616 9502



IRVING MILLER
Route: HQ
Location: HQ40
02/02/10 10:14 1 of 1
0200171014 28

Irv Miller
Group Vice President,
Environmental and Public Affairs
Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
Torrance, CA 90501

3650131156 C031

FILE START

FILE START

February 10, 2010

[redacted]
San Pedro, CA [redacted]

Re: VIN: 4T1BF3EK6AU[redacted]
Vehicle's Year and Model: 2010 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 02/08/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response
2. Driveability - Floor Mat Interference

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

USTOMER #: TT00930
NIT# TT00930
[redacted]
AN PEDRO, CA
OME: [redacted] CONT:N/A
US: [redacted] CELL:

461819

INVOICE

DCH TOYOTA / SCION
TORRANCE
2955 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505-6739
310-325-7802

PAGE 1

SERVICE ADVISOR: 390 MIKE CALLAGHER

COLOR	BAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
AGNETIC G	10	TOYOTA CAMRY	4T1BF3EK6AU[redacted]		141/141	T8242

DEL. DATE	ROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2JAN10 DE			16:30 11FEB10			CASH	11FEB10

R.O. OPENED	READY	OPTIONS:
8:22 11FEB10	16:46 11FEB10	STK:TT00930 DLR:04078

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PERFORMED A0A SERVICE CAMPAIGN								
AUSE: INSTALLATION OF REINFORCEMENT BAR								
0501	B1		PERFORMED A0A SERVICE CAMPAIGN					
		6	#6 SERVICE TEAM LIC#: N					
			WN					
1	78112-07060		ACCELERATOR PLATE					(N/C)
								(N/C)
ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00

****

THROTTLE PEDAL RESHAPE
AUSE: RESHAPE THROTTLE PEDAL PER FACTORY SERVICE CAMPAIGN
9911 MA RESHAPE THROTTLE PEDAL
6 #6 SERVICE TEAM LIC#: N
WN
1 04009-52106 TIBIA PAD ASSY (N/C)
1 78118-41010 STOPPER, ACCELERATOR (N/C)
(N/C)
ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

THANK YOU FOR USING TORRANCE TOYOTA

Thank You!

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

LABOR CHARGES ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

SERVICE DEPARTMENT HOURS:
MONDAY THROUGH FRIDAY
7:00 AM TO 7:00 PM

PARTS AND CASHIER HOURS:
MONDAY THROUGH FRIDAY
7:00 AM TO 7:00 PM

SATURDAY HOURS:
7:30 AM TO 5:00 PM
BY APPOINTMENT ONLY

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK

I acknowledge notice and oral approval of an increase in the original estimated price and authorize any additional warranty service.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
INSURANCE/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

BR # ABD 169056 EPA # CAL 000325865

WARNING: [illegible]

RO NUMBER	DATE CLOSED	MILEAGE	W	E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

WN ABOVE ARE THE MOST RECENT
VICES PERFORMED ON YOUR VEHICLE.

IRRENT MILEAGE 141

ED ON THE CURRENT MILEAGE
OUR VEHICLE. THE MANUFAC-
ER RECOMMENDS THAT THE
VICES MARKED WITH AN 'X'
ERFORMED NOW.

UNDERHOOD · CLEAN/FILL PISTON CHAMBER · SAFETY CHECK · CHECK FLUID LEVELS · REPLACE AIR CLEANER · SERVICE AMERICAN CONTROL SYSTEM · SERVICE BATTERY AND CHARGING SYSTEM · SERVICE COOLING SYSTEM · SERVICE AUTOMATIC TRANSMISSION · REPLACE FUEL FILTER · ROTATE TIRES · WHEEL BALANCE · PICK FROM WHEEL BEARING · PACK WITH GREASE · INSPECT EXHAUST SYSTEM · INSPECT BRAKE SYSTEM · INSPECT STEERING, SUSPENSION, AND DRIVELINE · SERVICE AND ADJUST BRAKES · SERVICE AND ADJUST ALL BELTS · REPLACE WINDSHIELD WIPER BLADES · SERVICE WINDSHIELD WASHER SYSTEM · ROTATE AND SET BRAKES · TUNE UP · CARBURETOR OVERHAUL · SERVICE AIR CONDITIONER · ADJUST PARKING BRAKE · INSPECT AND TEST ELECTRICAL SYSTEM · SERVICE DISTRIBUTOR · DRAIN AND FLUSH COOLING SYSTEM

EPA # CAD 981973795
ALL PARTS REMOVED WILL BE DISCARDED UNLESS CUSTOMER REQUESTS OTHERWISE ☐ SAVE

METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
BOARD CERTIFIED TECHNICIAN AMEX COMPANY OR PERSONALIZED CHECK UP TO $1,000.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECREDIT
2) VALID DRIVERS LICENSE
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK
PLEASE DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME, WE CANNOT BE RESPONSIBLE FOR THEIR LOSS - STEREO TAPES, SPECIAL KEY CHAINS, ETC.

OCH TOYOTA/SCION
TORRANCE
2955 PACIFIC COAST HIGHWAY
TORRANCE, CA 90505-6739
310-325-7602

SERVICE HOURS
MONDAY THRU FRIDAY
7:00 AM - 7:00 PM
(SAT. 7:30AM - 5PM BY APPT. ONLY)

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE

BAR # ARD 169056 EPA # CAL 000325865

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes and wheel bearings weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from components, wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *Pursuant to accordance with Proposition 65 of Cal. Health & Safety Code 25249.5 et seq.) for further information about Proposition 65. http://www.oehha.org/prop65.html*

T. NO TT00930 STOCK NO. TT00930 TAG NO. T8242 COLOR MAGNETIC GRAY PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
FEB2010	4T1BF3EK6AU[redacted]	141	02JAN10		10	TOYOTA CAMRY	390	461819

HAZARDOUS WASTE DISPOSAL · TEARDOWN ESTIMATE · ORIGINAL ESTIMATE

ESTIMATE	DATE	TIME	PERSON CONTACTED
1ST EST.	DATE	TIME	PERSON CONTACTED

☐ IN PERSON ☐ BY PHONE ☐ IN PERSON ☐ BY PHONE

NAME [redacted]
ADDRESS [redacted]
CITY/STATE/ZIP SAN PEDRO CA [redacted]
BILL TO [redacted]
P.O. NO.
HOME PHONE [redacted]
BUSINESS PHONE [redacted]

HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, transmission fluid, antifreeze, differential fluid, Blue batteries, etc. will be a separate charge if removed in the servicing of your vehicle.
authorize any additional work if needed and all repair work to be done along necessary material and hereby grant you and/or your employees permissi drive the car or truck owned or described on stock, highways, or elsewhere for purpose of testing within inspection.
want that you the customer(s) authorized communication but do not authorize limit of a repair or service, a charge will be imposed for disassembly, bly or partially completed work. Such charge will be directly related to the amount of labor or parts involved in the inspection, repair or service.
RTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
[redacted] of telephone
Your email address

ENGINE NO. RATIM1R TRANSM. NO. MANUAL 5SP AXLE NO. PROD. DATE 09145 LABOR RATE 98

METHOD OF PAYMENT CASH
SELLING DEALER 04078
WARRANTY EXPIRES

FOR SMOG CERTIFICATION REPAIRS
"By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."
SUBLET

OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
050181	PERFORMED AOA SERVICE CAMPAIGN
9911MA	THROTTLE PEDAL RESHAPE

DUNO!

78112-07060 F. Bar

C- Customer states of a Recall notice
C- SSC# 90L Safty Campaing
R- Floor Surface 9911MA
modification and Reflash ECM 2.4

333B6000 old ID CI
333B6100 NEW ID CI

STRAIGHT TIME (HRS)	FLAT RATE PRICE		R.O. NO. 461819	TIME	OFF
F6	2.	1	63		ON

C- Customer states of a Recall notice
C- SSC# A0A Safty Campaing
R- Install the 0501B2
Accelerator Pedal Reinforcement Bar
0.4

STRAIGHT TIME (HRS)	FLAT RATE PRICE		R.O. NO. 461819	TIME	OFF
F6	[illegible]	4	63		ON

NO parts

FILE START

NAME, ADDRESS & TELEPHONE NUMBER OF ATTORNEY(S) FOR, OR, PLAINTIFF OR DEFENDANT IF PLAINTIFF OR DEFENDANT IS PRO PER

Mark J. Tamblyn (SBN 179272)
Neha Duggal (SBN 251336)
WEXLER WALLACE LLP
455 Capitol Mall, Suite 231
Sacramento, California 95814
Telephone: (916) 492-1100
Facsimile: (916) 492-1124

ATTORNEYS FOR: Plaintiff

FILED

10 FEB -8 PM 3:51

CLERK U.S. DISTRICT COURT
CENTRAL DIST. OF CALIF.
LOS ANGELES

BY:

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

Peter Wisner, individually and on behalf of all others similarly situated Plaintiff(s), v. Toyota Motor Corporation, Toyota Motor Sales, U.S.A., Inc. Defendant(s)	CASE NUMBER CV10-00942-SJO(FFMx) **CERTIFICATION AND NOTICE OF INTERESTED PARTIES (Local Rule 7.1-1)**

TO: THE COURT AND ALL PARTIES APPEARING OF RECORD:

The undersigned, counsel of record for Plaintiff Peter Wisner (or party appearing in pro per), certifies that the following listed party (or parties) has (have) a direct, pecuniary interest in the outcome of this case. These representations are made to enable the Court to evaluate possible disqualification or recusal. (Use additional sheet if necessary.)

PARTY (List the names of all such parties and identify their connection and interest.)	CONNECTION
Peter Wisner	Plaintiff

2/8/10
Date

Sign

Mark J. Tamblyn
Attorney of record for or party appearing in pro per

BY FAX

FILED

10 FEB -8 PM 3:51

CLERK U.S. DISTRICT COURT
CENTRAL DIST. OF CALIF.
LOS ANGELES

BY:

WEXLER WALLACE LLP
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Facsimile: (312) 342-0022

Attorneys for *Plaintiff*

UNITED STATES DISTRICT COURT

CENTRAL DISTRICT OF CALIFORNIA

PETER WISNER, individually and on behalf of all others similarly situated,

Plaintiff,

v.

TOYOTA MOTOR CORPORATION, TOYOTA MOTOR SALES, U.S.A., INC.

Defendants.

Case No. CV10-00942-SJO(FFMx)

CLASS ACTION COMPLAINT FOR DAMAGES AND INJUNCTIVE RELIEF

JURY TRIAL DEMANDED

BY FAX

Plaintiff Peter Wisner, ("Plaintiff"), individually and on behalf of all others similarly situated, alleges by and through his attorneys, upon information and belief as to matters pertaining to himself, and as to all other matters based on public information and investigation of his counsel, as follows:

JURISDICTION AND VENUE

1. The Court has original jurisdiction over this class action pursuant to 28 U.S.C. § 1332(d)(2).

2. Venue in this judicial district is proper pursuant to 28 U.S.C. § 1391(a)(1) because Defendant Toyota Motor Sales is headquartered in this judicial district. Venue is also proper pursuant to 28 U.S.C. § 1391(a)(2) because a substantial part of the events or omissions giving rise to the claim occurred in this judicial district.

3. The members of the putative Class have suffered aggregate damages exceeding $5,000,000, exclusive of interest and costs.

PARTIES

4. Plaintiff Peter Wisner is a resident of Santa Barbara, California. On September 9, 2009, Plaintiff purchased a 2009 Toyota Avalon "Limited" for approximately $38,000 (after deduction for a trade-in), exclusive of taxes and fees. Mr. Wisner's Toyota Avalon is subject of Toyota's recall.

5. Defendant Toyota Motor Sales, U.S.A, Inc. ("Toyota Motor Sales") is a California corporation headquartered in Los Angeles, California. Toyota Sales is a wholly owned subsidiary of Toyota Motor Corporation. Toyota Motor Sales manufactures, distributes, and sells Toyota automobiles throughout the United States.

6. Defendant Toyota Motor Corporation ("Toyota Corporation") is a Japanese corporation headquartered in Japan. Toyota Corporation wholly owned and controlled Toyota Motor Sales, which manufactured, distributed and sold Toyota automobiles in Los Angeles. Toyota Corporation is therefore subject to personal jurisdiction in this district.

7. At all times herein mentioned, each of the Defendants was the agent, servant, representative, officer, director, partner or employee of the other. At all times, each of the Defendants was acting within the scope and course of his/her/its authority as such agent, servant, representative, officer, director, partner or employee, and with the permission and consent of each Defendant. Additionally, at all times herein mentioned, Defendants were members of, and engaged in, a joint

venture, partnership and common enterprise, and acting within the course and scope of, and in pursuance of the joint venture, partnership and common enterprise.

FACTS

8. This class action complaint seeks to remedy Defendants Toyota Motor Corporation and Toyota Motor Sales, U.S.A, Inc.'s (collectively "Defendants" or "Toyota") conduct in connection with their marketing and sale of millions of Toyota vehicles equipped with defective electronic throttle control systems ("ETCS") that can cause vehicles to suddenly accelerate.

9. Toyota is a multinational corporation headquartered in Japan with substantial business ties to the United States and California in particular. With 227 billion dollars in revenue, it is the world's largest automaker by sales. Through years of aggressive campaigning, Toyota has carefully crafted a reputation for safety and reliability its consumers depend upon. Toyota's reputation for safety has helped make it the leader amongst automakers worldwide.

10. Toyota recently announced the recall of millions of vehicles to attempt to correct a defect that causing certain of it vehicles' gas pedals to stick and cause uncontrolled acceleration.

11. In the late 1990's, Toyota marketed and sold vehicles that were equipped with ETCS. The ETCS was controlled by electronic signals that were transmitted from the gas pedal to the engine throttle. An accelerator sensor determines how far the gas pedal is depressed and sends the data to a computer unit which controls a motorized engine throttle. In turn, the computer unit detects how far the accelerator is depressed and informs the engine throttle motor how far to open the throttle valve.

12. At the early stage of the Toyota's ETCS marketing, Toyota continued to include a mechanical linkage amid the accelerator and the ETCS. However, in later models, Toyota began marketing and selling vehicles with the mechanical linkage. Furthermore, the ETCS did not include a reliable way to instruct the ETCS

to automatically reduce the engine to rest when the brakes are pumped.

13. Many of Defendants' vehicles currently include an electronic ignition button as opposed to a mechanical ignition switch. Therefore, these cars do not have a way to turn off the engine if they experience unintended acceleration. The lack of safety systems in these cars leaves consumers with no way of stopping or slowing down the car should they experience such acceleration and, consequently, owning vehicles worth not nearly as much as the consumers paid for them.

14. Toyota USA Group President Irv Miller recently released a statement confessing, "there is a possibility that certain accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position." Toyota self-servingly characterizes the situation as a rare occurrence that happens when the accelerator pedal mechanisms become worn.

15. The recall includes the following vehicles: 2009-2010 Toyota Rav4, 2009-2010 Corolla, 2009-2010 Matrix, 2005-2010 Avalon, 2007-2010 Camry, 2010 Highlander, 2007-2010 Tundra and 2008-2010 Sequoia.

16. As part of the recall campaign, new car sales of vehicles subject to the pedal recall were suspended indefinitely until the problem is remedied. The recall is separate from an earlier recall of approximately 4.2 million Toyota and Lexus vehicles to correct a different problem in which the gas pedals stuck under a loose floor mat. For the vehicles affected by both recalls, their accelerator pedals could be at risk of both becoming trapped under floor mats and becoming stuck due to mechanical problems.

17. The underlying problem purportedly relates to buildup of condensation on sliding surfaces in the accelerator system that helps drivers push down or release the gas pedal. Toyota believes the problem is a progressive wear issue.

18. The company cites that the pedal may mechanically stick in a partially depressed position or return slowly to the idle position.

19. Toyota claims it is unaware of any accidents or injuries due to the gas

pedal problems. However, the National Highway Traffic Safety Administration ("NHTSA") has attributed five (5) deaths and seventeen (17) injuries to unintended acceleration in Toyota vehicles since 2006.

20. Toyota claims these cases are rare, and the company claims it is being aggressive in addressing the problem at great expense. However, NHTSA's safety complaints database reveals Toyota had a significantly higher number of complaints than other companies for the sample year of 2008. Toyota and Lexus accounted for more than a third of all the unintended acceleration incidents found among 2008 model vehicles. Toyota racked up more unintended acceleration complaints than Chrysler, GM, Honda, and Nissan combined.

21. Now, particularly following the announcement of the recall, millions of car owners are left with vehicles that need expensive repair; are left with a feeling of insecurity in driving their vehicles; and are left with vehicles that have diminished market value.

22. Toyota is also facing scrutiny from the United States government. The U.S. House of Representatives Committee on Energy and Oversight has announced that it will conduct a hearing on February 25, 2010 to discuss Toyota's response to the recalls. Committee chairman Henry Waxman states that the "hearing will help us better understand how quickly and effectively Toyota and the National Highway Traffic Safety Administration responded to consumer complaints about the safety of the recalled Toyota vehicles."

23. It appears that Toyota has turned a blind eye to the acceleration issue for many years. U.S. Congressman Bart Stupak (D-Menominee), chairman of the House and Commerce Subcommittee on Oversight and Investigations released a statement regarding Toyota's recall and reported that the sudden acceleration issue in the recalls is not a new phenomenon. He further reported "incidences of sticking accelerators have been ongoing with Toyota vehicles for up to a decade, and have led to a disproportionately high number of deaths."

24. Despite, Defendants' knowledge that Toyota vehicles were equipped with ETCS that were prone to unintended acceleration, Toyota continued to market and sell such vehicles to the public, endangering their lives.

25. Toyota has instructed drivers have received instructions not to pump the brakes, which can apparently deplete the brakes' power assist. In the event of a faulty accelerator occurrence, Toyota cautions that the vehicle should be driven to the nearest safe location, shut-off, and a Toyota dealer should be contacted for assistance.

26. On February 1, 2010, Toyota announced that it will be making available a purported "fix" for the sudden acceleration problem, in the form of pedal reinforcement. Toyota acknowledges, however, that newly manufactured models will be equipped with a redesigned assembly. Despite this, Toyota is not making a redesigned assembly to its millions of affected customers, unless on a "case-by-case" basis and only at the discretion of Toyota dealers as explained by Toyota Motor Sales' Chief Operating Officer, Jim Lentz, during a February 1 National Public Radio interview.

27. What is more, this purported "fix" does nothing to compensate consumers for the diminishment of the market values of their vehicles as a direct consequence of the defect – repaired or not.

CLASS ACTION ALLEGATIONS

28. This class action is properly brought pursuant to the provisions of provisions of Rule 23 of the Federal Rules of Civil Procedure. Plaintiff brings this class action on behalf of himself and the following proposed Class:

> All persons or entities in the United States who own a Toyota vehicle equipped with an ETCS (the "Class").

29. Subject to additional information obtained through further investigation and discovery, the foregoing definition of the Class may be expanded

or narrowed by amendment or amended complaint. Specifically excluded from the proposed Class are business entities for purposes of Plaintiff's claim for relief under the California Consumers Legal Remedies Act, Civil Code § 1750, *et seq.* Also specifically excluded are Defendants, their officers, directors, agents, trustees, parents, children, corporations, trusts, representatives, employees, principals, servants, partners, joint venturers, or entities controlled by Defendants, and their heirs, successors, assigns, or other persons or entities related to or affiliated with Defendants and/or their officers and/or directors, or any of them; the Judge assigned to this action, and any member of the Judge's immediate family.

30. **Numerosity**. **Fed.R.Civ.P. 23(a)(1)** - Members of the Class are so numerous that their individual joinder is impracticable. Plaintiff is informed and believes, and on that basis alleges, that the proposed class contains millions of members. The precise number of class members is unknown to Plaintiff. Class members are known by Defendants, however, and thus, may be notified of the pendency of this action by direct mail, email, and supplemented by published notice.

31. **Existence and Predominance of Common Questions of Fact and Law – Fed.R.Civ.P. 23(a)(2), 23(b)(3)** - Common questions of fact and law predominate over any questions affecting only individual members of the Class. The predominating common or class-wide questions of fact include the following:

a. Whether Toyota vehicles are outfitted with ETCS which cause sudden acceleration;

b. Whether Defendants sold, marketed, and/or distributed vehicles equipped with ETCS in the United States;

c. The nature and extent of Defendants' prior knowledge of their vehicles' tendency to suddenly and uncontrollably accelerate;

d. Whether Defendants delayed in implementing a recall;

e. Whether Defendants' proposed fix is proper and adequate;

f. Whether Defendants' conduct has caused vehicles subject of the recall to have diminished market value;

g. Whether Defendants' conduct as described herein constitutes a violation of the breach of implied warranty;

h. Whether Defendants' conduct as described herein constitutes a violation of the California Consumers Legal Remedies Act;

i. Whether Defendants' conduct as described herein constitutes a violation of California Business and Professions Code Sections 17200 and 17500 et. seq.;

j. Whether the Class is entitled to restitution;

k. Whether Plaintiff and the Class are entitled to damages, and if so, by what measure; and

l. Whether the Defendants have been unjustly enriched as a result of Defendants' conduct described herein;

32. Defendants' defenses, to the extent that any such defenses apply, are applicable generally to Plaintiff and the entire Class and are not distinguishable as to proposed Class members.

33. **Typicality - Fed.R.Civ.P. 23(a)(3).** Plaintiff's claims are typical of the claims of the members of the Class as a whole, all of whom have sustained and/or will sustain damages, including irreparable harm, as a proximate or legal result of the common course of conduct of Defendants as complained of herein. Plaintiff's claims are typical of the Class because Defendants subjected all Class members to the same course of conduct.

34. **Adequacy – Fed.R.Civ.P.23(a)(4).** Plaintiff is an adequate representative of the Class because his interests do not conflict with the interests of the members of the Class he seeks to represent. Plaintiff has retained counsel highly experienced in the prosecution of complex class action litigation, and Plaintiff intends to prosecute this action vigorously. Plaintiff and his counsel will

fairly and adequately protect the interests of all members of the Class.

35. **Superiority – Fed.R.Civ.P. 23(b)(3).** A class action issuperior to any other methods available for both fair and efficient adjudication of the rights of each Class member. Joinder of individual members of the Class is impracticable. Individual litigation would be unnecessarily costly and burdensome and would deter individual claims. To process individual cases would increase both the expenses and the delay not only to Class members, but also to Defendants and the Court. In contrast, a class action in this matter will avoid case management difficulties and provide multiple benefits to the litigating parties, including efficiency, economy of scale, unitary adjudication with consistent results and equal protection of the rights of each Class member, all by way of the comprehensive and efficient supervision of the litigation by a single court.

36. In the alternative, the Class may be certified because:

a. The prosecution of separate actions by individual Class members would create a risk of inconsistent or varying adjudications with respect to individual members of the proposed Class that would establish incompatible standards of conduct for Defendants;

b. The prosecution of separate actions by individual Class members would create a risk of adjudications with respect to them which would, as a practical matter, be dispositive of the interests of other Class members not parties to the adjudications, or substantially impair or impede their ability to protect their interests; and

c. Defendants have acted or refused to act on grounds generally applicable to the Class, thereby making appropriate final and injunctive relief with respect to members of the Class as a whole.

37. Defendants benefited from the sale of their vehicles to Plaintiff and the Class. The benefit to Defendants can be identified from the sale of such vehicles to Plaintiff and the Class and such monies can be restored to Plaintiff and the Class. Such monies are the property of the Plaintiff and the Class. All or a portion of this benefit retained by Defendants is money in which Plaintiff and the Class have an ownership interest. Plaintiff and the Class were injured in fact and lost money as a result of Defendants' unfair, unlawful and fraudulent business practices described herein.

FIRST CLAIM FOR RELIEF
(For Violations of the Consumers Legal Remedies Act, Cal.Civ.Code §§ 1750 *et seq.*)

38. Plaintiff realleges and hereby incorporates all proceeding paragraphs as if they were fully set forth herein.

39. This claim is brought against Defendants pursuant to the Consumers Legal Remedies Act ("CLRA"), California Civil Code section 1750, *et seq.*

40. Defendants are "persons" within the meaning of Civil Code §§ 1761(c) and 1770.

41. Defendants sell "goods" within the meaning of Civil Code §§ 1761(a) and 1770.

42. Plaintiff and the Class are consumers within the meaning of Civil Code § 1761(d).

43. Plaintiff's purchase of a Toyota vehicle equipped with a ETCS, marketed and sold by Defendants constitutes a transaction within the meaning of Civil Code §§ 1761(e) and 1770.

44. Defendants' conduct violated and continues to violate the CLRA in at least the following respects:

a. In violation of section 1770(a)(5) of the CLRA, Defendants represented that goods or services have characteristics or benefits which they do not have.

b. In violation of section 1770(a)(7) of the CLRA, Defendants represented that goods or services are of a particular standard, quality, or grade when they are of another; and

c. In violation of section 1770(a)(9) of the CLRA, Defendants advertised goods or services with the intent not to sell them as advertised.

d. In violation of section 1770(a)(16) of the CLRA, Defendants represented that the subject of the transaction was supplied in accordance with a previous representation when it has not.

45. Defendants engaged in these unfair or deceptive acts and practices with the intent that they result, and which did result, in the sale of the subject vehicles to Plaintiff and the Class.

46. By engaging in unfair or deceptive conduct in violation of the CLRA, Defendants actively concealed and failed to disclose material facts about the true characteristics of the transaction leading to Plaintiff and Class Members' purchase of the subject vehicles.

47. The fact that consumers were entering into a sale for a defective vehicle instead is material in that a reasonable person would have considered it an important factor in deciding whether to complete the transaction for the subject vehicle or not.

48. As a direct and proximate result of Defendants' violations of law, Plaintiff and the Class have been injured. Pursuant to the provisions of Civil Code section 1782, Plaintiff has provided notice to Defendants in conjunction with the filing of this complaint (although the Complaint is an appropriate notice of violations) of his intention to seek damages under Civil Code sections 1750 et seq. unless these Defendants correct, repair, replace or otherwise rectify Defendants' violations of the CLRA. The notice demands that Defendants take steps as are

appropriate to rectify the violations and requiring Defendants to give notice to all affected consumers of their intent to act. If Defendants fail to adequately respond to Plaintiff's demand within thirty (30) days from the date the notice is served, Plaintiff will amend this complaint to seek actual and punitive damages along with restitution and disgorgement of all earnings, profits, compensation and benefits obtained by Defendants as a result of their violations of the CLRA.

49. Plaintiff seeks an order enjoining the unlawful practices described herein and an Order requiring Defendants to notify the Class of their violations of the CLRA and the remedy they will provide to them. Plaintiff and the Class are entitled to equitable relief in the form of

SECOND CLAIM FOR RELIEF
(For Violations of Cal. Bus. & Prof. Code §§ 17200, et seq.)

50. Plaintiff realleges and hereby incorporates all proceeding paragraphs as if they were fully set forth herein.

51. Defendants' practices as alleged in this complaint constitute unlawful, unfair, and fraudulent practices under the Unfair Competition Law, Business and Professions Code section 17200 *et seq.* ("UCL").

52. Defendants committed unlawful acts and practices by:

a. Engaging in conduct, as alleged herein, that violates the CLRA, Cal. Civ. Code §§ 1750 *et seq.*; and,

b. Engaging in conduct, as alleged herein, that constitutes unjust enrichment.

53. Defendants committed unfair business practices by:

a. Engaging in conduct, as alleged herein, where the utility of such conduct, if any, is outweighed by the gravity of the consequences to Plaintiff and the other Class members.

b. Engaging in conduct, as alleged herein, that is immoral,

unethical, oppressive, unscrupulous, or substantially injurious to Plaintiff and the other Class members; and

c. Engaging in conduct, as alleged herein, that undermines or violates the stated policies underlying the CLRA, Civ. Code §§ 1750 *et seq.* which seekS to protect consumers against unfair and sharp business practices and to promote a basic level of honesty and reliability in the marketplace, and thus provide a sufficient predicate for Plaintiff's claims for unfair business practices.

54. Defendants committed fraudulent business practices by engaging in conduct, as alleged herein, that was and is likely to deceive consumers acting reasonably under the circumstances. Defendants fraudulent practices include but are not limited to:

a. Failing to adequately disclose and/or concealing from Plaintiff and Class members that the subject vehicles are equipped with defective ECTS in that they uncontrollably accelerate;

b. Selling to Plaintiff and Class members Toyota vehicles that are equipped with ECTS that are defective in that they uncontrollably accelerate;

c. Failing to adequately remedy the inherent defect that causes the subject vehicles to suddenly and uncontrollably accelerate.

55. Plaintiff and the Class members have suffered injury in fact and have lost money and property as a result of Defendants' unlawful, unfair, or fraudulent practices, in that, among other things:

a. Plaintiff and Class members would not have paid for the subject vehicles had they known the vehicles contained such defects;

b. Plaintiff and Class members have been deprived of making an informed decision about the vehicles they have purchased; and

c. The Toyota vehicles subject of the recall owned by Plaintiff and the Class are worth less in the marketplace as a result of Defendants' conduct.

56. The above-described unfair, unlawful and fraudulent business

practices conducted by Defendants present a threat and likelihood of harm and deception to members of the Class in that Defendants have systematically perpetrated and continue to perpetrate the unfair, unlawful and fraudulent conduct upon members of the public by engaging in the conduct described herein.

57. Pursuant to Business and Professions Code §§ 17200 and 17203, Plaintiff, on behalf of himself and the Class, seeks an order enjoining Defendants from continuing to engage in unlawful, unfair or fraudulent business practices, and any other acts prohibited by law. Plaintiff also seeks an order providing restitution and disgorgement of all profits relating to the subject vehicles, and injunctive and declaratory relief as may be appropriate.

THIRD CLAIM FOR RELIEF
(For Violations of the Breach of Express and Implied Warranty)

58. Plaintiff realleges and hereby incorporates all proceeding paragraphs as if they were fully set forth herein.

59. Defendants have marketed, advertised, distributed and sold vehicles containing ETCS that are defective. Defendants have misrepresented the dangers of the subject vehicles to consumers.

60. At the time Defendants sold the subject vehicles to consumers, Defendants knew that the vehicles would be used for the specific purpose of transporting consumers.

61. Defendants also knew that consumers relied on Defendants knowledge and expertise in selling vehicles that were reliable and safe to transport consumers.

62. Plaintiff and the Class members did not discover and could not have discovered through reasonable diligence, the existence of these hidden defects at the time of purchase. Plaintiff and Class members have only learned of the defects on or about the time of Toyota's recalls.

63. Defendants have publicly issued a recall for vehicles that have defective ETCS and have recently admitted that they are researching a fix for this

defect.

64. Defendants' vehicles are unfit for their intended purposes as their design and manufacture is defective in that it causes vehicles to uncontrollably accelerate.

65. Defendants have failed to deliver to Plaintiff and Class members the thing purchased, have delivered a thing other than the thing purchased, and have thus breached the express and implied warranties of sale.

66. As a result, Plaintiff and Class members have suffered significant economic damages, including but not limited diminution in value of their Toyota vehicles.

FOURTH CLAIM FOR RELIEF
(Negligence)

67. Plaintiff realleges and hereby incorporates all proceeding paragraphs as if they were fully set forth herein.

68. Defendants had a duty to the Plaintiff and Class members, as a manufacturer of vehicles, to sell safe and reliable vehicles.

69. Defendants also had a duty to ensure the vehicles' safety by conducting thorough research and investigation before putting them on the market.

70. Defendants also had a duty to thoroughly test the vehicles' safety after being put on notice of the vehicles' tendency to uncontrollably accelerate.

71. Defendants breached their duty to the Plaintiff and Class members. Plaintiff and Class members have been inconvenienced in dealing with such defective cars and in having to drive unsafe and unreliable cars.

72. Defendants' breach of their duty to consumers proximately caused damages to Plaintiff and Class members who have experienced significant economic damages.

FIFTH CLAIM FOR RELIEF
(Unjust Enrichment)

73. Plaintiff realleges and hereby incorporates all proceeding paragraphs

as if they were fully set forth herein.

74. This claim is brought in the alternative to any statutory and contract claims.

75. By their unlawful, unfair, deceptive, and wrongful acts and omissions, Defendants were unjustly enriched at the expense of Plaintiff and the Class, who paid a substantial sum of money for a vehicle they would not have purchased had they known of the defect.

76. Defendants were aware and had knowledge of the benefit they were receiving as a result of their unlawful, unfair, deceptive, and wrongful acts and omissions, as hereinabove alleged, and have enjoyed the benefit of their financial gains, to the detriment and at the expense of Plaintiff and the Class.

77. Defendants' retention of some or all of the monies they have gained through their wrongful acts and practices would be unjust considering the circumstances of their obtaining those monies.

78. Plaintiff has no adequate remedy at law.

79. Plaintiff, on behalf of himself and all others similarly situated, is entitled to seek restitution from Defendants and an order disgorging all profits, benefits, and other compensation obtained by Defendants for their wrongful conduct.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff, on behalf of himself and all others similarly situated, prays for judgment against Defendants as follows:

1. For an order certifying the Class under Rule 23 of the Federal Rules of Civil Procedure and appointing Plaintiff and his counsel of record to represent the Class;
2. For restitution, disgorgement and/or other equitable relief as the Court deems proper;

3. That pursuant to sections 17203 and 17204 of the Business and Professions Code, Defendants be permanently enjoined from performing or proposing to perform any of the aforementioned acts of unfair, unlawful and fraudulent business practices;

4. For compensatory damages sustained by Plaintiff and all others similarly situated as a result of Defendants' unlawful acts and conduct;

5. For a permanent injunction prohibiting Defendants from engaging in the conduct and practices complained of herein;

6. For pre-judgment and post-judgment interest;

7. For reasonable attorneys' fees and costs of suit, including expert witness fees; and

8. For such other and further relief as this Court may deem just and proper.

JURY TRIAL DEMANDED

Plaintiff hereby demands a trial by jury.

Dated: February 8, 2010

WEXLER WALLACE LLP

By: _____
Mark J. Tamblyn

Neha Duggal
455 Capitol Mall, Suite 231
Sacramento, California 95814
Telephone: (916) 492-1100
Facsimile: (916) 492-1124

Kenneth A. Wexler
WEXLER WALLACE LLP
55 West Monroe Street, Suite 3300
Telephone: (312) 346-2222
Facsimile: (312) 346-0022

Attorneys for *Plaintiff, individually and on behalf of all others similarly situated*

DECLARATION OF PETER WISNER PURSUANT TO CALIFORNIA CIVIL CODE § 1780(c)

I, Peter Wisner, declare as follows:

1. I submit this declaration pursuant to section 1780(c) of the California Consumers Legal Remedies Act. I have personal knowledge of the matters set forth below and if called as a witness could and would be competent to testify thereto.

2. I am a resident of Santa Barbara, California.

3. Defendant Toyota Motor Sales, U.S.A., Inc. is California corporation headquartered in Los Angeles, California. Defendant Toyota Motor Corporation is a Japanese corporation that owns and controls Toyota Motor Sales, U.S.A., Inc., a California corporation that conducts business in Los Angeles County.

I declare under the penalty of perjury under the laws of the State of California and the United States that the foregoing is true and correct and that this declaration was executed on February 8, 2010 in Santa Barbara, California.

Peter Wisner

PETER WISNER

TOY-RQ-05D-00001206

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

NOTICE OF ASSIGNMENT TO UNITED STATES MAGISTRATE JUDGE FOR DISCOVERY

This case has been assigned to District Judge S. James Otero and the assigned discovery Magistrate Judge is Frederick F. Mumm.

The case number on all documents filed with the Court should read as follows:

CV10- 942 SJO (FFMx)

Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.

All discovery related motions should be noticed on the calendar of the Magistrate Judge

NOTICE TO COUNSEL

A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filed, a copy of this notice must be served on all plaintiffs).

Subsequent documents must be filed at the following location:

[X] **Western Division**
312 N. Spring St., Rm. G-8
Los Angeles, CA 90012

[ ] **Southern Division**
411 West Fourth St., Rm. 1-053
Santa Ana, CA 92701-4516

[ ] **Eastern Division**
3470 Twelfth St., Rm. 134
Riverside, CA 92501

Failure to file at the proper location will result in your documents being returned to you.

TOY-RQ-05D-00001207

Mark J. Tamblyn (SBN 179272)
Neha Duggal (SBN 251336)
WEXLER WALLACE LLP
455 Capitol Mall, Suite 231
Sacramento, CA 95814
Telephone: (916) 492-1100

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

PETER WISNER, individually and on behalf of all others similarly situated, PLAINTIFF(S) v. TOYOTA MOTOR CORPORATION, TOYOTA MOTOR SALE, U.S.A., INC. DEFENDANT(S).	CASE NUMBER CV10-00942-SJO(FFMx) **SUMMONS**

TO: DEFENDANT(S): TOYOTA MOTOR CORPORATION, TOYOTA MOTOR SALE, U.S.A., INC.

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it), you must serve on the plaintiff an answer to the attached ☑ complaint ☐ _____ amended complaint ☐ counterclaim ☐ cross-claim or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff's attorney, Mark J. Tamblyn, whose address is 455 Capitol Mall, Suite 231, Sacramento, California 95814. If you fail to do so, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

Clerk, U.S. District Court

Dated: - 8 FEB 2010

By: MARILYN DAVIS
Deputy Clerk

(Seal of the Court)

[Use 60 days if the defendant is the United States or a United States agency, or is an officer or employee of the United States. Allowed 60 days by Rule 12(a)(3)].

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA
CIVIL COVER SHEET

I (a) PLAINTIFFS (Check box if you are representing yourself ☐)
PETER WISNER

DEFENDANTS
TOYOTA MOTOR CORPORATION, TOYOTA MOTOR SALES, U.S.A., INC.

(b) Attorneys (Firm Name, Address and Telephone Number. If you are representing yourself, provide same.)
Mark J. Tamblyn, WEXLER WALLACE LLP, 455 Capitol Mall, Suite 231, Sacramento, California 95814; Tel: (916) 492-1100

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an X in one box only.)

☐ 1 U.S. Government Plaintiff
☐ 3 Federal Question (U.S. Government Not a Party)
☐ 2 U.S. Government Defendant
☑ 4 Diversity (Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES - For Diversity Cases Only
(Place an X in one box for plaintiff and one for defendant.)

	PTF	DEF		PTF	DEF
Citizen of This State	☑ 1	☐ 1	Incorporated or Principal Place of Business in this State	☐ 4	☑ 4
Citizen of Another State	☐ 2	☐ 2	Incorporated and Principal Place of Business in Another State	☐ 5	☐ 5
Citizen or Subject of a Foreign Country	☐ 3	☑ 3	Foreign Nation	☐ 6	☐ 6

IV. ORIGIN (Place an X in one box only.)

☑ 1 Original Proceeding ☐ 2 Removed from State Court ☐ 3 Remanded from Appellate Court ☐ 4 Reinstated or Reopened ☐ 5 Transferred from another district (specify): ☐ 6 Multi-District Litigation ☐ 7 Appeal to District Judge from Magistrate Judge

V. REQUESTED IN COMPLAINT: JURY DEMAND: ☑ Yes ☐ No (Check 'Yes' only if demanded in complaint.)

CLASS ACTION under F.R.C.P. 23: ☑ Yes ☐ No ☑ MONEY DEMANDED IN COMPLAINT: $ Over $5,000,000

VI. CAUSE OF ACTION (Cite the U.S. Civil Statute under which you are filing and write a brief statement of cause. Do not cite jurisdictional statutes unless diversity.)
Violations of Business & Professions Code sections 17200, et seq; Civil Code sections 1750, et seq; Breach of express and implied warranties; negligence

VII. NATURE OF SUIT (Place an X in one box only.)

OTHER STATUTES
☐ 400 State Reapportionment
☐ 410 Antitrust
☐ 430 Banks and Banking
☐ 450 Commerce/ICC Rates/etc.
☐ 460 Deportation
☐ 470 Racketeer Influenced and Corrupt Organizations
☐ 480 Consumer Credit
☐ 490 Cable/Sat TV
☐ 810 Selective Service
☐ 850 Securities/Commodities/ Exchange
☐ 875 Customer Challenge 12 USC 3410
☐ 890 Other Statutory Actions
☐ 891 Agricultural Act
☐ 892 Economic Stabilization Act
☐ 893 Environmental Matters
☐ 894 Energy Allocation Act
☐ 895 Freedom of Info. Act
☐ 900 Appeal of Fee Determination Under Equal Access to Justice
☐ 950 Constitutionality of State Statutes

CONTRACT
☐ 110 Insurance
☐ 120 Marine
☐ 130 Miller Act
☐ 140 Negotiable Instrument
☐ 150 Recovery of Overpayment & Enforcement of Judgment
☐ 151 Medicare Act
☐ 152 Recovery of Defaulted Student Loan (Excl. Veterans)
☐ 153 Recovery of Overpayment of Veteran's Benefits
☐ 160 Stockholders' Suits
☐ 190 Other Contract
☐ 195 Contract Product Liability
☐ 196 Franchise

REAL PROPERTY
☐ 210 Land Condemnation
☐ 220 Foreclosure
☐ 230 Rent Lease & Ejectment
☐ 240 Torts to Land
☐ 245 Tort Product Liability
☐ 290 All Other Real Property

TORTS PERSONAL INJURY
☐ 310 Airplane
☐ 315 Airplane Product Liability
☐ 320 Assault, Libel & Slander
☐ 330 Fed. Employers' Liability
☐ 340 Marine
☐ 345 Marine Product Liability
☐ 350 Motor Vehicle
☐ 355 Motor Vehicle Product Liability
☐ 360 Other Personal Injury
☐ 362 Personal Injury-Med Malpractice
☐ 365 Personal Injury-Product Liability
☐ 368 Asbestos Personal Injury Product Liability

IMMIGRATION
☐ 462 Naturalization Application
☐ 463 Habeas Corpus-Alien Detainee
☐ 465 Other Immigration Actions

TORTS PERSONAL PROPERTY
☑ 370 Other Fraud
☐ 371 Truth in Lending
☐ 380 Other Personal Property Damage
☐ 385 Property Damage Product Liability

BANKRUPTCY
☐ 422 Appeal 28 USC 158
☐ 423 Withdrawal 28 USC 157

CIVIL RIGHTS
☐ 441 Voting
☐ 442 Employment
☐ 443 Housing/Accommodations
☐ 444 Welfare
☐ 445 American with Disabilities - Employment
☐ 446 American with Disabilities - Other
☐ 440 Other Civil Rights

PRISONER PETITIONS
☐ 510 Motions to Vacate Sentence Habeas Corpus
☐ 530 General
☐ 535 Death Penalty
☐ 540 Mandamus/ Other
☐ 550 Civil Rights
☐ 555 Prison Condition

FORFEITURE PENALTY
☐ 610 Agriculture
☐ 620 Other Food & Drug
☐ 625 Drug Related Seizure of Property 21 USC 881
☐ 630 Liquor Laws
☐ 640 R.R. & Truck
☐ 650 Airline Regs
☐ 660 Occupational Safety /Health
☐ 690 Other

LABOR
☐ 710 Fair Labor Standards Act
☐ 720 Labor/Mgmt. Relations
☐ 730 Labor/Mgmt. Reporting & Disclosure Act
☐ 740 Railway Labor Act
☐ 790 Other Labor Litigation
☐ 791 Empl. Ret. Inc. Security Act

PROPERTY RIGHTS
☐ 820 Copyrights
☐ 830 Patent
☐ 840 Trademark

SOCIAL SECURITY
☐ 861 HIA (1395ff)
☐ 862 Black Lung (923)
☐ 863 DIWC/DIWW (405(g))
☐ 864 SSID Title XVI
☐ 865 RSI (405(g))

FEDERAL TAX SUITS
☐ 870 Taxes (U.S. Plaintiff or Defendant)
☐ 871 IRS-Third Party 26 USC 7609

FOR OFFICE USE ONLY: Case Number: CV10-00942

AFTER COMPLETING THE FRONT SIDE OF FORM CV-71, COMPLETE THE INFORMATION REQUESTED BELOW.

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA
CIVIL COVER SHEET

VIII(a). IDENTICAL CASES: Has this action been previously filed in this court and dismissed, remanded or closed? ☑ No ☐ Yes
If yes, list case number(s): _____

VIII(b). RELATED CASES: Have any cases been previously filed in this court that are related to the present case? ☐ No ☑ Yes
If yes, list case number(s): 09-8143; 09-8478; 10-105; 10-0849; 10-710

Civil cases are deemed related if a previously filed case and the present case:
(Check all boxes that apply) ☑ A. Arise from the same or closely related transactions, happenings, or events; or
☑ B. Call for determination of the same or substantially related or similar questions of law and fact; or
☑ C. For other reasons would entail substantial duplication of labor if heard by different judges; or
☐ D. Involve the same patent, trademark or copyright, and one of the factors identified above in a, b or c also is present.

IX. VENUE: (When completing the following information, use an additional sheet if necessary.)

(a) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** named plaintiff resides.
☐ Check here if the government, its agencies or employees is a named plaintiff. If this box is checked, go to item (b).

County in this District:*	California County outside of this District; State, if other than California; or Foreign Country
Los Angeles County	

(b) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** named defendant resides.
☐ Check here if the government, its agencies or employees is a named defendant. If this box is checked, go to item (c).

County in this District:*	California County outside of this District; State, if other than California; or Foreign Country
Toyota Motor Sales, U.S.A., Inc. - Los Angeles County Toyota Motor Corporation - Japan	

(c) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** claim arose.
Note: In land condemnation cases, use the location of the tract of land involved.

County in this District:*	California County outside of this District; State, if other than California; or Foreign Country

*** Los Angeles, Orange, San Bernardino, Riverside, Ventura, Santa Barbara, or San Luis Obispo Counties**
Note: In land condemnation cases, use the location of the tract of land involved

X. SIGNATURE OF ATTORNEY (OR PRO PER): _____ Date February 8, 2010

Notice to Counsel/Parties: The CV-71 (JS-44) Civil Cover Sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law. This form, approved by the Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not filed but is used by the Clerk of the Court for the purpose of statistics, venue and initiating the civil docket sheet. (For more detailed instructions, see separate instructions sheet.)

Key to Statistical codes relating to Social Security Cases:

Nature of Suit Code	Abbreviation	Substantive Statement of Cause of Action
861	HIA	All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b))
862	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)
863	DIWC	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))
863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g))
864	SSID	All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security Act, as amended.
865	RSI	All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 U.S.C. (g))

TOY-RQ-05D-00001210

February 8, 2010

VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED

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

Toyota Motor Corporation
c/o Toyota Motor Sales, U.S.A., Inc.

CT Corporation System
818 West Seventh St.
Los Angeles, CA 90017

Re: **Notice Under California Consumers Legal Remedies Act, Civil Code Sections 1750, *et seq*.**

To Whom It May Concern:

In compliance with the requirements of the California Consumers Legal Remedies Act (Civil Code Sections 1750, *et seq*.), ("CLRA") we write on behalf of our client, Peter Wisner, individually and as a representative of all other persons similarly situated.

On September 9, 2009, Mr. Wisner purchased a 2009 Toyota Avalon "Limited" for approximately $38,000. Mr. Wisner believed that he was actually purchasing a safe and reliable vehicle capable of transporting the driver and passengers with reasonable safety. Instead, his vehicle contains a defect that may cause it to suddenly and uncontrollably accelerate, exposing him and his passenger to potential fatal injury. In addition, his Avalon has diminished in value in the marketplace due to the recall.

Mr. Wisner believes that he and others in his position have consequently purchased a product that has been falsely represented to them as being something it is not: namely, a safe and reliable means of transport. Had Mr. Wisner known of the true facts relating to his vehicle, he would not have purchased it.

Pursuant to Civil Code Section 1782, you are hereby notified of the following:

1. Toyota Motor Corporation and Toyota Motor Sales, U.S.A., Inc. (collectively "Defendants") manufacture, advertise and sell vehicles to consumers throughout the United States. Defendants have carefully developed a reputation for safety and reliability its consumers depend upon. Defendants have had knowledge of the gas pedal acceleration issue for many months, but chose to continue to market and sell such vehicles to the public, including Mr. Wisner.

Contact Information: Mark J. Tamblyn mjt@wexlerwallace.com | 455 Capitol Mall Suite 231 Sacramento, California 95814 | (916) 492-1100 (916) 492-1124 fax www.wexlerwallace.com

2. These acts constitute violations of Sections 1750, *et seq.* of the Civil Code in that they:

a. Represented that goods or services have characteristics or benefits which they do not have (violation of section 1770(a)(5) of the CLRA);

b. Represented that goods or servicers are of a particular standard, quality or grade when they are that of another (violation of section 1770(a)(7) of the CLRA);

c. Advertised goods or services with intent not to sell them as advertised (violation of section 1770(a)(9) of the CLRA); and

d. Represented that the subject of the transaction was supplied in accordance with a previous representation when it was not (violation of section 1770(a)(16) of the CLRA).

As a result, Mr. Wisner and all consumers who are similarly situated have been damaged. Under Civil Code section 1782, Defendants are required, within thirty (30) days following receipt of this letter, to correct, repair, replace, or otherwise rectify the above-described violations.

Defendants must ensure that (1) all consumers similarly situated have been identified (or, that Defendants have made a reasonable effort to identify all such consumers), (2) that such consumers have been notified that upon their request, Defendants will provide them with an appropriate remedy including, but not limited to, reimbursement for their vehicles, and (3) that Defendants will within a reasonable time provide such a remedy.

* * * * *

If within thirty (30) days after receipt of this notice, Defendants have not adequately addressed the wrongful conduct described above, Mr. Wisner, on behalf of the class, will seek relief in the form of damages and other appropriate relief under the CLRA.

Very truly yours,

WEXLER WALLACE LLP

Mark J. Tamblyn

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455 Capitol Mall
Suite 231
Sacramento, California 95814

WEXLER WALLACE LLP

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

90501+1135

TOY-RQ-05D-00001213

(FFMx), DISCOVERY, RELATED-P

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA
(Western Division - Los Angeles)
CIVIL DOCKET FOR CASE #: 2:10-cv-00942-SJO-FFM

Peter Wisner v. Toyota Motor Corporation et al
Assigned to: Judge S. James Otero
Referred to: Magistrate Judge Frederick F. Mumm
Cause: 28:1332 Diversity-Injunctive & Declaratory Relief

Date Filed: 02/08/2010
Jury Demand: Plaintiff
Nature of Suit: 370 Fraud or Truth-In-Lending
Jurisdiction: Diversity

Plaintiff

Peter Wisner
individually and on behalf of all others similarly situated

represented by **Kenneth A Wexler**
Wexler Wallace LLP
55 West Monroe St Suite 3300
Chicago, IL 60603
312-346-2222
Fax: 312-346-0022
Email: kaw@wexlerwallace.com
LEAD ATTORNEY
PRO HAC VICE
ATTORNEY TO BE NOTICED

Mark J Tamblyn
Wexler Wallace LLP
455 Capitol Mall Suite 231
Sacramento, CA 95814
916-492-1100
Fax: 916-492-1124
Email: mjt@wexlerwallace.com
LEAD ATTORNEY
ATTORNEY TO BE NOTICED

Neha Duggal
Wexler Wallace LLP
455 Capitol Mall Suite 231
Sacramento, CA 95814
916-492-1100
Fax: 916-492-1124
Email: nd@wexlerwallace.com
LEAD ATTORNEY
ATTORNEY TO BE NOTICED

V.

Defendant

TOY-RQ-05D-00001214

Toyota Motor Corporation

Defendant

Toyota Motor Sales USA Inc

Date Filed	#	Docket Text
02/08/2010	1	COMPLAINT against defendants Toyota Motor Corporation, Toyota Motor Sales USA Inc; (Filing fee $ 350 PAID); Jury Demanded; filed by plaintiff Peter Wisner.(esa) (ds). (Entered: 02/09/2010)
02/08/2010		21 DAY Summons Issued re Complaint - (Discovery) 1 as to defendants Toyota Motor Corporation, Toyota Motor Sales USA Inc. (esa) (Entered: 02/09/2010)
02/08/2010	2	CERTIFICATION AND NOTICE OF INTERESTED PARTIES filed by plaintiff Peter Wisner. (esa) (ds). (Entered: 02/09/2010)
02/09/2010	3	NOTICE OF FILING FEE DUE on Pro Hac Vice Application mailed to attorney Kenneth A Wexler for Plaintiff Peter Wisner. Your Pro Hac Vice application has not been received by the court. Please return your completed Application of Non-Resident Attorney to Appear in a Specific Case, form G-64, or a copy of the Notice of Electronic Filing of your application and the $185.00 fee and this notice immediately. Out-of-state federal government attorneys who are not employed by the U. S. Department of Justice are required to file a Pro Hac Vice application; no filing fee is required. (esa) (Entered: 02/09/2010)
02/24/2010	4	NOTICE of Change of Attorney Information for attorney Mark J Tamblyn counsel for Plaintiff Peter Wisner.Kenneth A. Wexler is no longer attorney of record for the aforementioned party in this case for the reason indicated in the G-06 Notice. Filed by Plaintiff Mark J. Tamblyn (Tamblyn, Mark) (Entered: 02/24/2010)
02/24/2010	5	NOTICE of Change of Attorney Information for attorney Mark J Tamblyn counsel for Plaintiff Peter Wisner.Kenneth A. Wexler is no longer attorney of record for the aforementioned party in this case for the reason indicated in the G-06 Notice. Filed by Plaintiff Mark J. Tamblyn (Tamblyn, Mark) (Entered: 02/24/2010)

PACER Service Center

Transaction Receipt

02/25/2010 06:57:38

PACER Login:	wb0242	**Client Code:**	056707-383593
Description:	Docket Report	**Search Criteria:**	2:10-cv-00942-SJO-FFM End date: 2/25/2010
Billable Pages:	2	**Cost:**	0.16

TOY-RQ-05D-00001215

FILE START

CUSTOMER #: 9R106435

3 2 3 2 9 5

INVOICE

D C H AUTO GROUP
DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7600
FAX: (805) 583-5340
www.toyotasimivalley.com

[redacted]

PAGE 1

BAR # ARD195959

SERVICE ADVISOR: 333 CHRIS FAIRCHILD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	09	TOYOTA CAMRY	4T4BE46K29R[redacted]		17959/17959	T0181

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23NOV08 DD			12FEB10			CASH	12FEB10

R.O. OPENED	READY	OPTIONS: ENG:2.4 Liters
07:47 12FEB10	16:45 12FEB10	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) A0A - ACCELERATOR PEDAL MODIFICATION CAMPAIGN FOR VEHICLES EQUIPPED WITH ACCELERATOR PEDALS MANUFACTURED BY CTS CORPORATION

CAUSE: SSC A0A

0501B2 A0A INSERT ACCELERATOR PEDAL SSC
380 WT93 (N/C)
1 78112-07050 PLATE, ACCELERATER (N/C)

FC:
PART#: 78112-07050
COUNT: 1
CLAIM TYPE: SSC
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CERTAIN 2007-2010 MODEL YEAR CAMRY VEHICLES POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL RECALL

CAUSE: SSC 90L

9911MA 90L CUT PEDAL, MOD CARPET, SSC
380 WT93 (N/C)
1 04009-52106 TIBIA PAD ASSY (N/C)
1 78118-41010 STOPPER, ACCELERATOR (N/C)

FC:
PART#: 04009-52106
COUNT: 1
CLAIM TYPE: SSC
AUTH CODE:

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

****

C COURTESEY CAR WASH (A $7.95 VALUE)
WASH COURTESEY CAR WASH (A $7.95 VALUE)

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK

I acknowledge notice and oral approval of an increase in the original estimated price.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

PART NUMBER PREFIX CODE:
R = REMANUFACTURED PART

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	CUSTOMER SIGNATURE
$	$	X

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

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from exhaust gas. When we service your car, we will return used components to you upon your request. Used parts and [redacted] in the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing,

CUSTOMER #: 9R106435

3 2 3 2 9 5

INVOICE

[redacted]

PAGE 2

DCH AUTO GROUP
DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com
BAR # ARD195959

SERVICE ADVISOR: 333 CHRIS FAIRCHILD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	09	TOYOTA CAMRY	4T4BE46K29R[redacted]		17959/17959	T0181

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
23NOV08 DD			12FEB10			CASH	12FEB10

R.O. OPENED	READY	OPTIONS:
07:47 12FEB10	16:45 12FEB10	ENG:2.4_Liters

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

380 ITSA (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY.
IF FOR ANY REASON YOU OVERALL EXPERIENCE WAS LESS THAN
EXCELLENT, PLEASE LET ME KNOW. SINCERELY, CHRIS FAIRCHILD
cfairchild@toyotasimivalley.com (805) 526-7500.
CF MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT
SERVICE EXPERIENCE TODAY. IF FOR ANY REASON
YOU OVERALL EXPERIENCE WAS LESS THAN
EXCELLENT, PLEASE LET ME KNOW. SINCERELY,
CHRIS FAIRCHILD
cfairchild@toyotasimivalley.com (805)
526-7500.

380 ITSA (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

SUBL WARRANTY RENTAL
WT93 (N/C)
FC: 1

* * * * * * * * EXCELLENCE! * * * * * * * * *
Our commitment is to consistently provide our
guests with an EXCELLENT service experience!
If we have provided you with anything less,
please let us know!
Your Service & Parts Management Team
* * * * * * * * EXCELLENCE! * * * * * * * * *

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON BACK

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

PART NUMBER PREFIX CODE:
R = REMANUFACTURED PART

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

CUSTOMER SIGNATURE
[redacted]

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, lamps, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing

CUSTOMER #: 9R106435

323295

WARRANTY

[redacted]

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TEL: (805) 526-7600
FAX: (805) 583-5340
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PAGE 1

BAR # ARD186959

SERVICE ADVISOR: 333 CHRIS FAIRCHILD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	09	TOYOTA CAMRY	4T4BE46K29R[redacted]		17959/17959	T0181

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO:	RATE	PAYMENT	INV. DATE
23NOV08 DD			12FEB10			CASH	12FEB10

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liters
07:47 12FEB10	16:45 12FEB10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) A0A - ACCELERATOR PEDAL MODIFICATION CAMPAIGN FOR VEHICLES EQUIPPED WITH ACCELERATOR PEDALS MANUFACTURED BY CTS CORPORATION			
CAUSE: SSC A0A			
0501B2 A0A INSERT ACCELERATOR PEDAL SSC			
380 WT93 0.40		42.00	42.00
1 78112-07050 PLATE, ACCELERATER	0.25	0.25	0.25
FC:			
PART#: 78112-07050			
COUNT: 1 15 25 TPARTS			
CLAIM TYPE: SSC			
AUTH CODE:			
800 4200 TLABOR			
**********			
B CERTAIN 2007-2010 MODEL YEAR CAMRY VEHICLES POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL RECALL			
CAUSE: SSC 90L			
9911MA 90L CUT PEDAL, MOD CARPET, SSC			
380 WT93 2.10		220.50	220.50
1 04009-52106 TIBIA PAD ASSY	4.04	4.04	4.04
1 78118-41010 STOPPER, ACCELERATOR	1.77	1.77	1.77
FC:			
PART#: 04009-52106			
COUNT: 1 350 581 TPARTS			
CLAIM TYPE: SSC			
AUTH CODE:			
4200 22050 TLABOR			
**********			
SUBL WARRANTY RENTAL			
WT93		30.00	30.00
FC: 1			

NOTICE TO CONSUMER
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PART NUMBER PREFIX CODE:
R = REMANUFACTURED PART

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

CUSTOMER SIGNATURE

X

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

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in motor vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, store or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when handling

CUSTOMER #: 9R106435

323295

WARRANTY

[redacted]

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PAGE 2

BAR # ARD195969

SERVICE ADVISOR: 333 CHRIS FAIRCHILD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	09	TOYOTA CAMRY	4T4BE46K29R[redacted]		17959/17959	T0181

DEL.DATE	PROD. DATE	WARR.EXP.	PROMISED	TO NO.	RATE	PAYMENT	INV.DATE
23NOV08 DD			12FEB10			CASH	12FEB10

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liters
07:47 12FEB10	16:45 12FEB10	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

* * * * * * * * EXCELLENCE! * * * * * * * * *
Our commitment is to consistently provide our guests with an EXCELLENT service experience! If we have provided you with anything less, please let us know!
Your Service & Parts Management Team
* * * * * * * * EXCELLENCE! * * * * * * * * *

COST, SALE, & COMP TOTALS 8365 29856 0

NOTICE TO CONSUMER
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PART NUMBER PREFIX CODE:
R = REMANUFACTURED PART

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	CUSTOMER SIGNATURE
$	$	X

DESCRIPTION	TOTALS
LABOR AMOUNT	262.50
PARTS AMOUNT	6.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	30.00
MISC. CHARGES	0.00
TOTAL CHARGES	298.56
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	298.56

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, brake-dust, paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: (1) work in a well ventilated area, (2) do not smoke, (3) avoid contact with your clothes, (4) wash your hands and forearms with soap and water before eating, drinking or smoking, (5) wash your clothes separately from other laundry and rinse your washing machine after washing your clothes.

RO NUMBER	DATE CLOSED	MILEAGE	S W	I C E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
31903	17DEC09	156449	78		0TMLOF	LUBE OIL AND F	ROTATE	ROTATE ALL FOUR	MISC	10.00 OFF COUP	TP	MY GOAL IS TO
31Z/5	02SAUG09	1078	97	50	3MLOF	LUBE OIL AND FDCH		THE DCH EXPERIE	TP	MY GOAL IS TO		
31129	06AUG09	98949	85		0CTBE	PROVIDED 2 NEWTAMMP		THANKS A MILLIWASH		COURTESEY CAR		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

FOR YOUR CONVENIENCE OUR SERVICE HOURS ARE
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 6:00 PM
LOCAL SHUTTLE SERVICE AVAILABLE

D C H AUTO GROUP

DCH TOYOTA & DCH SCION OF SIMI VALLEY

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TEL: (805) 526-7600
FAX: (805) 583-5340
www.toyotasimivalley.com

BAR # ARD195959

B.A.R. DISCLOSURE STORAGE POLICY

1. STORAGE CHARGES TO COMMENCE 72 HOURS AFTER COMPLETION OF REPAIRS.
2. VEHICLE MUST BE REMOVED AFTER 48 HOURS, FROM OUR PREMISES WITHOUT AUTHORIZATION TO REPAIR.
3. $25.00 PER DAY WILL BE CHARGED AFTER THE ABOVE ELAPSED TIME PERIOD.

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

[redacted]

CUST. NO 8R106435 STOCK NO. TAG NO. T0181 COLOR SILVER

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
12FEB2010	4T4BE46K29R[redacted]	17959	23NOV08		09	TOYOTA CAMRY	333	323295

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An express lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.
I authorize DCH Toyota/Scion of Simi Valley to contact me at my listed phone #'s concerning my vehicle.

[redacted]

NAME [redacted] TIME PROMISED

ADDRESS 405 8581

CITY/STATE/ZIP HOME PHONE

BILL TO: P.O. NO. BUSINESS PHONE

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE

2.4 Liters

ESTIMATE	ADD'L COST	REV. ESTIMATE	TIME	DATE	ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER ☐ SAVE	METHOD OF PAYMENT CASH
$	$					SELLING DEALER
PERSON CONTACTED		☐ IN PERSON ☐ BY PHONE	☐ A ☐ B	BY		WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	A0A	SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) A0A - ACCELERATOR PEDAL MODIFICATION CAMPAIGN FOR VEHICLES EQUIPPED WITH ACCELERATOR PEDALS MANUFACTURED BY CTS CORPORATION
# B	90D	CERTAIN 2007-2010 MODEL YEAR CAMRY VEHICLES POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL RECALL
# C	WASH	COURTESEY CAR WASH (A 82795 VALUE)
# D	CF	MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, CHRIS FAIRCHILD cfairchild@toyotasimivalley.com (805) 526-7500.

880

COPY

NOTE: "By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE REMOVE ALL PERSONAL BELONGINGS FROM VEHICLES.

THIS DEALERSHIP'S CHARGES ARE FIXED PRICES AND HAVE NO RELATIONSHIP TO THE ACTUAL TIME SPENT, EXCEPT THAT THESE FIXED PRICES WERE ORIGINALLY ESTABLISHED UPON THE BASIS OF OUR POSTED LABOR RATE TIMES. THE FLAT RATE HOURS DETERMINED BY THE MANUFACTURERS OR OURSELVES TO BE REASONABLE FOR EACH OPERATION PERFORMED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, brake/clutch pads, certain replacement parts, and particulates from component wear. When we service your car, we will have used components for you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturers instructions contained in owners' and maintenance manuals for your vehicle and vehicle

LINE CODE	TECH #	OP CODE	HRS	TYPE	CAUSE / CORRECTION
		AOA Safety Recall			
-4		OP# 050162			

STRAIGHT TIME (HOURS)	FLAT RATE	RO# 323295 7	TIME	OFF
	-4	OP# 050162 EMP. NO. 380		FEB 12 15.03 '10 FEB 12 14.2 ON

LINE CODE	TECH #	OP CODE	HRS	TYPE	CAUSE / CORRECTION
		90C Recall			
2		OP# 99M	MA		

STRAIGHT TIME (HOURS)	FLAT RATE	RO# 323295 9	TIME	OFF
	2.1	OP# 99M MA EMP. NO. 380		FEB 12 16.24 FEB 12 15.03 ON

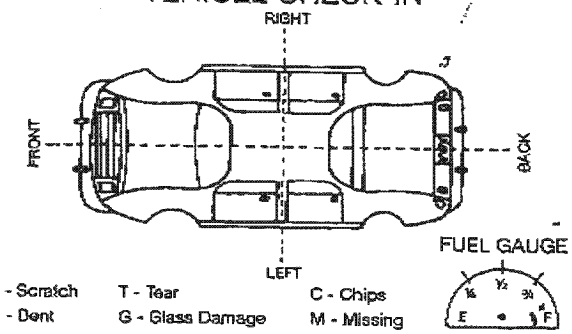
LINE CODE	TECH #	OP CODE	HRS	TYPE	CAUSE / CORRECTION

LINE CODE	TECH #	OP CODE	HRS	TYPE	CAUSE / CORRECTION

LINE CODE	FLAGGED TEAR STRIPS	
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

LINE CODE	TECHNICIAN COMMENTS

VEHICLE CHECK-IN



S - Scratch T - Tear C - Chips
D - Dent G - Glass Damage M - Missing

Reynolds and Reynolds GM06821 D (10/00)

Feb. 16. 2010 9:12AM No. 0557 P. 7

TOY-RQ-05D-00001222

FILE START

February 9, 2010

[redacted]
Anaheim, CA [redacted]

Re: VIN: 4T4BF3EK4AR[redacted]
Vehicle's Year and Model: 2010 CAMRY

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a phone call from you on 02/09/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you

after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

DCW922 RESPONSE FOR: CLAIM HISTORY / SSC INFORMATION DATE: 02/08/10
TIME: 17:26

VEHICLE ID NUMBER / OPCODE DESCRIPTION / SSC# / SSC DESCRIPTION	REPAIR / OPCODE	R.O. #... / COMB-CODE / OPCODE	MILEAGE / T1 T2 T3 / SVC DATE	ORIGINAL PART # / CLAIM # / SVC DLR
4T4BF3EK4AR[redacted]	01/03/10	000000		04079
PRE-DELIVERY SERVICE FOR USA	001013			168313
AS1				
A0A A0A PEDAL MODIFICATION				
90L				

**** END OF REPORT ****

TOY-RQ-05D-00001226

Warranty DOFU/SSC Report

DCW922 SERVICE DATE OF FIRST USE INFORMATION DATE: 02/08/10 TIME: 17:26

VEHICLE ID NUMBER	DATE OF FIRST USE	SELL DEALER	WARR TYPE	EXTRA CARE
4T4BF3EK4AR[redacted]	01/04/10	04079	W	

CUSTOMER #: 103416
UNIT# 103416

209732

WARRANTY

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM CA
HOME: [redacted] CONT [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 8101 CHRISTOPHER VAN ROEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/226	T8086

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS:
15:30 09FEB10	18:06 09FEB10	STK:103416 DLR:04079

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM 90L RECALL			
CAUSE: RECALL			
9911MA NO DESCRIPTION PROVIDED			
8015 W 2.10		218.40	218.40
1 0400952106	7.17	4.04	4.04
1 78118-41010 STOPPER, ACCELERATOR	3.21	1.77	1.77
CC: RECALL			
FC:			
PART#: 0400952106 350 581 TPARTS			
COUNT: 1			
CLAIM TYPE: W			
AUTH CODE:			
3885 21840 TLABOR			
226 SSC 9911MA 2.10 PERFORM ACCELORATOR PEDAL MODIFICATION PER SSC90L			
**********			
B PERFORM A0A RECALL			
CAUSE: .			
0501B1 INSTALL THE ACCELERATOR PEDAL REINFORCEMENT BAR			
8015 W 0.70		72.80	72.80
1 78112-07070 PLATE, ACCELERATOR P	0.45	0.25	0.25
CC: RECALL			
FC:			
PART#: 78112-07070 15 25 TPARTS			
COUNT: 1			
CLAIM TYPE: W			
AUTH CODE:			
1295 7280 TLABOR			
226 SSC 0501B1 0.70 INSTALL GAS PEDAL REINFORCEMENT BAR PER SSC A0A			
**********			
CREATED 2010-02-09 01:52:00PM BAR # AC246566			
TAKEN BY DANIELLE DICKERSON			
COST, SALE, & COMP TOTALS 5545 29726 0			

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, [redacted]ose of testing and/or inspecting such vehicle.

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	291.20
PARTS AMOUNT	6.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	297.26
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	297.26

Notice to Consumer: Please read important information on back. BAR # AC246566 EPA # CA0000309446

[redacted]

CUSTOMER #: 103416
UNIT# 103416

209732

ACCOUNTING

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 8101 CHRISTOPHER VAN ROEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/226	T8086

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS:
15:30 09FEB10	18:06 09FEB10	STK:103416 DLR:04079

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PERFORM 90L RECALL								
CAUSE: RECALL								
9911MA NO DESCRIPTION PROVIDED								
8015 W	1.67	2.10	3885	21840			218.40	218.40
1 0400952106			243	404	0	7.17	4.04	4.04
1 78118-41010 STOPPER, ACCELERATOR			107	177	0	3.21	1.77	1.77
CC: RECALL								
FC:								
PART#: 0400952106			350	581	TPARTS			
COUNT: 1								
CLAIM TYPE: W								
AUTH CODE:								
			3885	21840	TLABOR			
226 SSC 9911MA 2.10 PERFORM ACCELORATOR PEDAL MODIFICATION PER SSC90L								
B PERFORM AOA RECALL								
CAUSE: .								
0501B1 INSTALL THE ACCELERATOR PEDAL REINFORCEMENT BAR								
8015 W	0.32	0.70	1295	7280			72.80	72.80
1 78112-07070 PLATE, ACCELERATOR P			15	25	0	0.45	0.25	0.25
CC: RECALL								
FC:								
PART#: 78112-07070			15	25	TPARTS			
COUNT: 1								
CLAIM TYPE: W								
AUTH CODE:								
			1295	7280	TLABOR			
226 SSC 0501B1 0.70 INSTALL GAS PEDAL REINFORCEMENT BAR PER SSC AOA								
CREATED 2010-02-09 01:52:00PM BAR # AC246566								
TAKEN BY DANIELLE DICKERSO N								

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X_____

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

Notice to Consumer: Please read important information on back. BAR # AC246566 EPA # CAL000309446

CUSTOMER #: 103416
UNIT# 103416

209732

ACCOUNTING

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 8101 CHRISTOPHER VAN ROEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/226	T8086

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS:
15:30 09FEB10	18:06 09FEB10	STK:103416 DLR:04079

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-09-10	16:05	16:05	0.00	W	8015	B	
	16:05	16:05	0.00	W	8015	B	
	16:05	17:45	1.67	W	8015	A	
	17:45	18:04	0.32	W	8015	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4501001	29120	5180		4402001	606	365	
121001	29726	*******					

COST, SALE, & COMP TOTALS 5545 29726 0

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
☐ SAVE
☐ DISCARD
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR # AC246566 EPA # CAL000309446

Copyright 2000 ADP, Inc. SERVICE INVOICE 07 XR15C

ACCOUNTING COPY

CUSTOMER #: 103416
UNIT# 103416

209732

INVOICE

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 8101 CHRISTOPHER VAN ROEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/226	T8086

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS:
15:30 09FEB10	18:06 09FEB10	STK:103416 DLR:04079

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PERFORM 90L RECALL							
CAUSE: RECALL								
	9911MA NO DESCRIPTION PROVIDED							
		8015	W					(N/C)
	1 0400952106							(N/C)
	1 78118-41010 STOPPER, ACCELERATOR							(N/C)
CC: RECALL								
FC:								
PART#: 0400952106								
COUNT: 1								
CLAIM TYPE: W								
AUTH CODE:								

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

226 SSC 9911MA 2.10 PERFORM ACCELORATOR PEDAL MODIFICATION PER SSC90L

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	PERFORM AOA RECALL							
CAUSE: .								
	0501B1 INSTALL THE ACCELERATOR PEDAL REINFORCEMENT BAR							
		8015	W					(N/C)
	1 78112-07070 PLATE, ACCELERATOR P							(N/C)
CC: RECALL								
FC:								
PART#: 78112-07070								
COUNT: 1								
CLAIM TYPE: W								
AUTH CODE:								

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

226 SSC 0501B1 0.70 INSTALL GAS PEDAL REINFORCEMENT BAR PER SSC A0A

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

Notice to Consumer: Please read important information on back. BAR # AC246566 EPA # CAL000309446

FILE COPY

CUSTOMER #: 103416
UNIT# 103416

209732

INVOICE

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

PAGE 2

SERVICE ADVISOR: 8101 CHRISTOPHER VAN ROEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/226	T8086

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS:
15:30 09FEB10	18:06 09FEB10	STK:103416 DLR:04079

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CREATED:2010-02-09 01:52:00PM BAR # AC246566								
TAKEN BY DANIELLE DICKERSO N								

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back. BAR # AC246566 EPA # CAL000309446

FILE COPY

UNIT# 103416
CUSTOMER #:103416

209732
WORKORDER
PAGE 1

MILLER TOYOTA OF ANAHEIM
1331 N. EUCLID STREET
ANAHEIM, CA 92801
PHONE: (714) 879-6300

[redacted]
ANAHEIM, CA [redacted]
HOME: [redacted] CONT [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 8101 VAN ROEKEL, CHRISTOPH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	10	TOYOTA CAMRY	4T4BF3EK4AR[redacted]		226/	T8086

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04JAN10 DD			19:00 09FEB10			CASH	

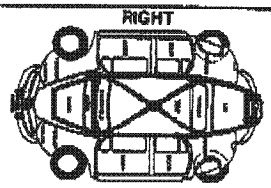
R.O. OPENED	READY	OPTIONS: STK:103416 DLR:04079
09FEB2010 15:30		

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	W	PERFORM 90L RECALL
# B	MISC	W	PERFORM AOA RECALL

BAR # AC246566

600
630

PRIOR BODY DAMAGE



ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE ☐ DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

PRELIMINARY ESTIMATE $ _____
AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

I hereby authorize the repair work to be done along with the necessary material and sublet, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount [redacted] another licensed facility to perform any needed repairs or adjustments which the

"I acknowledge notice and oral approval of an increase in the original estimated price. _____ (Signature or Initials)"

[redacted] CEIPT OF A COPY HEREOF. ESTIMATE DOES NOT INCLUDE TAX

Please read important information on back.

BAR # AC246566 EPA # CAL000309446

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XBW2C

FILE COPY

Toyota Customer Care

Substitute 800-331-4331

FILE START

February 10, 2010

VIA U.S. MAIL

[redacted]
Moraga, CA [redacted]

Re: VIN: **JTHBF5C24A5[redacted]**
Vehicle's Year and Model: 2010 IS 250

Dear Ms.[redacted]

Lexus, a division of Toyota Motor Sales, U.S.A., Inc. ("TMS"), received a phone call from you on February 9, 2010, seeking relief under the California Lemon Law. Your request has been received at our Lexus Headquarters and will be forwarded to our Western Area office to ensure efficient handling and a prompt response.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were included in the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related to the registration and/or title of the vehicle

[redacted]

2/10/10

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction
(949) 727-2599 - Fax

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci

Executive Coordinator
Lexus Customer Satisfaction
800-255-3987

cc: Customer Satisfaction Department – Lexus Western Area Office

February 23, 2010

[redacted]
Moraga, CA [redacted]

Dear Ms. [redacted]

We received your letter and understand your concerns about the recent reports of the potential risk of the accelerator pedal becoming entrapped by the floor mat in certain Toyota and Lexus vehicles. The safety of our owners and the public is our utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and this issue. Accurate information regarding this issue can be found at www.toyota.com or www.lexus.com.

In the course of its investigation, we identified the potential risk for floor mat entrapment of accelerator pedals in certain Lexus models when they are equipped with a driver's side floor mat that was not designed for that vehicle or a mat that is unsecured. The models involved are: 2007 to 2010 ES350, 2006 to 2010 IS250, and 2006 to 2010 IS350.

On September 29, 2009, we issued a consumer safety advisory and, on October 30, 2009, we began mailing safety notices to owners of the affected vehicles, instructing them to remove their driver's side floor mats. At that time, we announced that it would conduct a safety recall to address the risk of floor mat entrapment of the accelerator pedal and, on November 25, 2009, we announced more detailed vehicle-based remedies for the IS 250/350 models. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal, and (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Lexus all-weather floor mats. In addition, as a separate measure independent of the vehicle-based remedy, a newly designed brake override system will be installed onto the vehicle to provide an extra measure of confidence. This system cuts engine power in the case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions.

In the near future you will be receiving a letter from Lexus with instructions on having the Safety Recall Campaign performed on your vehicle.

We understand your concern about your vehicle, but you can be assured that the condition that led to this safety recall has been fully addressed by the remedies described above, and that once those remedies are implemented, there will be no risk of pedal entrapment, as long as you use the appropriate floor mats in your vehicle and secure them properly. In the meantime, the removal of the driver's side floor mat will also address this concern. Therefore, at this time we are declining your request to have your vehicle repurchase.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager

FILE START

February 10, 2010

[redacted]
Porter Ranch, CA [redacted]

Re: VIN: 1NXBU4EE0AZ[redacted]
Vehicle's Year and Model: 2010 COROLLA

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 02/10/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you

after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

CUSTOMER #: 32875

58396

INVOICE

Northridge
TOYOTA SCION
19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

[redacted]

PAGE 1

PORTER RANCH, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7231 JIM ROBERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	10	TOYOTA COROLLA	1NXBU4EE0AZ[redacted]		274/274	T320

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS 21JAN10 DD			17:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS: STK:121720 DLR:04059 ENG:1.8_Liter
07:59 09FEB10	09:25 09FEB10	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	A0A-SSC	A0A - Accelerator Pedal Reinforcement Bar Installation Not Completed						
	CAUSE: SSC							
	X OP CODE: 0501B1 - ADD PEDAL REINFORCEMENT BAR							
	3000: WT 0.70							(N/C)
	1 78112-07070 ACCELERATOR PLATE T=2.9							(N/C)
	CC: 99							
	FC: 99							
	PART#: 78112-07070							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

[redacted]
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Notice to Consumer: Please read important information on back. BAR REG# ARD196932 EPA # CAD981441736

CUSTOMER #: 32875

58396

WARRANTY

PAGE 1

Northridge
TOYOTA SCION
19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

[redacted]
PORTER RANCH, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 7231 JIM ROBERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	10	TOYOTA COROLLA	1NXBU4EE0AZ[redacted]		274/274	T320

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS 21JAN10 DD			17:00 09FEB10			CASH	09FEB10

R.O. OPENED	READY	OPTIONS: STK:121720 DLR:04059 ENG:1.8_Liter
07:59 09FEB10	09:25 09FEB10	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	A0A-SSC	A0A	: Accelerator Pedal Reinforcement Bar Installation Not Completed					
CAUSE: SSC								
	X OP CODE: 0501B1 - ADD PEDAL REINFORCEMENT BAR						63.00	63.00
	3000 WT 0.70							
	1 78112-07070 ACCELERATOR PLATE T=2.9					0.25	0.25	0.25
CC: 99								
FC: 99								
PART#: 78112-07070				15	25	TPARTS		
COUNT: 1								
CLAIM TYPE:								
AUTH CODE:								
				1027	6300	TLABOR		

TECH: 3000 ACTUAL HRS.: 0.70 SOLD HRS.: 0.70

SALE-LBR: 63.00 PTS: 0.25 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 63.25

****

TECH: 3000 ACTUAL HRS.: 0.70 SOLD HRS.: 0.7

SALE-LBR: 63.00 PTS: 0.25 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 63.25

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4420	6300	1027		4720	25	15	
2200	6325	*******					

COST, SALE, & COMP TOTALS 1042 6325 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	63.00
PARTS AMOUNT	0.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	63.25
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	63.25

Notice to Consumer: Please read important information on back. BAR REG# ARD196932 EPA # CAD981441736

WAITER

CUSTOMER #:22875

58396

WORKORDER

PAGE 1

Northridge
TOYOTA SCION
19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. - 7:00 P.M.
SATURDAY 7:00 A.M. - 5:00 P.M.
CLOSED SUNDAY
NO VEHICLES RELEASED AFTER SERVICE DEPT. HOURS

THE FOLLOWING CREDIT CARDS MAY BE USED:
MASTER CARD, AMERICAN EXPRESS
VISA DISCOVER

[redacted]
PORTER RANCH, CA [redacted]

HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7231 ROBERSON, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	10	TOYOTA COROLLA	1NXBU4EE0AZ[redacted]		274/	T320

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS 21JAN10 DD			17:00 09FEB10			CASH	

R.O. OPENED	READY
09FEB2010 07:59	

OPTIONS: STK:121720 DLR:04059 ENG:1.8_Liter

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	X		WT	A0A-8SC A0A - Accelerator Pedal Reinforcement Bar Installation Not Completed

DONE

ADDITIONAL REPAIRS REQUIRED
AUTHORIZED BY $ _____
X _____ ☐ Phone ☐ In Person

ADDITIONAL REPAIRS REQUIRED
AUTHORIZED BY $ _____
X _____ ☐ Phone ☐ In Person

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.
OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME.
TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN 7 DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE SERVICES RECOMMENDED.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Email Address: _____ Fax Number: _____

X [redacted]

ORIGINAL ESTIMATE $ 0 *
DOES NOT INCLUDE SALES TAX & HAZARDOUS WASTE FEE

BAR REG# ARD196932 EPA # CAD981441736

Notice to Consumer: Please read important information on back.

COMPLAINT: SSC AOA Recall

CAUSE: 050181 07

A

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
07	07	58396	9 FEB	AM 10:12
		TECH NO. 73 207		ON AM 9:12

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V/8 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF RF

LR RR

BRAKE CONDITION

LF % RF %

LR % RR %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

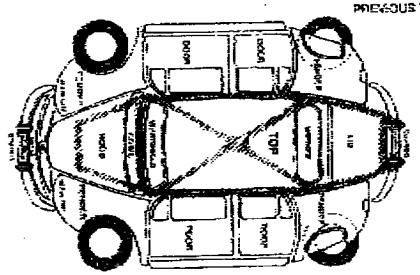
FOREMAN'S SIG. X

DCX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER CATALOG #600197-1-1445G (REV. 09/06) ADP Item # 600197-PC

LABOR RECORD

	OFF	ON
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		
FLAG SHEET		

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PRIOR TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

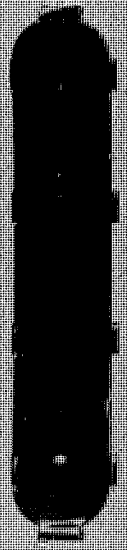
LF ☐ LR ☐

02/10/2010 16:50 8187345644 NORTHRIDGE TOYOTA PAGE 04/09

TOY-RQ-05D-00001247

[redacted]

CLRA CLAIM



TOY-RQ-05D-00001248

Case Activity Report

Case # : 1002121915 **Case Type :** GENERAL **Owner's Group :** DR

Brand : Toyota **Case/Activity Last Updated :** 2/11/2010 01:49:05 PM

Case Title : REFERRALS ; REFERRALS ; OTHER/NOT APPLICABLE ; NOT APPLICABLE

CUSTOMER INFORMATION

NAME :	[redacted]
COMPANY NAME :	
ADDR1 :	[redacted]
ADDR2 :	
Y, STATE, ZIP :	STOCKTON C[redacted]
COUNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	[redacted]

VEHICLE INFORMATION

VIN :	JTDKT903595[redacted]
MODEL YR. :	2009
MODEL :	YARIS
GRADE :	5 Door Std Liftback
MODEL NUMBER :	1462
ENGINE :	1NZ
TRANSMISSION :	4AT
SELLING DEALER CODE & NAME :	04417 GEWEKE TOYOTA
DOFU :	01/25/2009
CURRENT MONTHS :	12
CURRENT MILES :	23000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Letter - Inbound
OWNER :	MARINV
CREATED DATE :	2/11/2010 01:45:32 PM
CREATED BY :	MARINV
CREATOR'S GROUP :	DR
CLOSED DATE :	2/11/2010 01:49:05 PM
CLOSED BY :	MARINV
CLOSER'S GROUP :	DR

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	04417 GEWEKE TOYOTA
REGION CODE - NAME :	12 - San Francisco
DISTRICT :	06
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	0

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-W1NAB	2/11/2010 01:43:30 PM / Letter - Inbound	Done	MARINV / DR Admin	==LEMON LAW==CRLA==== Ltr rcvd from Atty (Consumer Legal Service). Atty sts as per Magnuson Moss Act and UCC, cust seeks to pursue Lemon Law due to issues with safety. Atty instructs to not contact customer.	Sent case to outside Attorney		2/11/2010 01:48:51 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

BEATTY & MYERS, LLP
ATTORNEYS

100 West Broadway, Suite 5000 ▪ Long Beach, CA 90802-4490
Tel 562. 606.1530 ▪ Fax 562.268.1141 law@beattymyers.com

Our File No. TMS 1010232

March 5, 2010

VIA FACSIMILE (310) 477-1424
AND CERTIFIED MAIL

M. Nicholas Nita, Esq.
Consumer Legal Services, P.C.
1950 Sawtelle Boulevard, Suite 245
Los Angeles, CA 90025

Re: [redacted] ***v. Toyota Motor Sales, U.S.A., Inc.***
(CLRA Claim)
Customers' Attorney: M. Nicholas Nita (Consumer Legal Services)
Subject Vehicle: 2009 Toyota Yaris
VIN: JTDKT903595[redacted]

Dear Mr. Nita:

Our office represents Toyota Motor Sales, U.S.A., Inc. We have been asked to respond to your letter of 2-4-10 requesting that our client repurchase the 2009 Toyota Yaris that was purchased by [redacted] from Geweke Toyota on 1-25-09.

In order to respond to your claim, we have done the following:

1. Reviewed the warranty history for the subject vehicle;
2. Reviewed sales and service records records from Geweke Toyota;
3. Reviewed the communication history with claimants; and
4. Reviewed the documentation that you sent to TMS.

Your letter fails to identify any specific problem with the subject vehicle. After reviewing the service history we were unable to identify any current or ongoing problems with the vehicle. We are also unaware of any instance where TMS failed to repair or conform the vehicle to the terms of the written limited warranty. For example, claimants' concerns about brake noise and a sticking gas pedal, each reported one time, were thoroughly investigated and no problem was found.

There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and unintended acceleration. Accurate information regarding this issue can be found at www.toyota.com. The 2009 Toyota Yaris is not involved in the floor mat or accelerator pedal recall campaigns. Therefore, we are unable to comply with your request that the subject vehicle be repurchased by TMS. (If there are any current problems with the vehicle that you believe fall within the warranty coverage, please let us know and we would be happy to consider any additional information that you have.)

Your letter also accuses our client of violating certain provisions of the California Consumer Legal Remedies Act (Civil Code section 1750 et seq.). However, you have provided no factual information to support your allegations against Toyota Motor Sales, U.S.A., Inc.

As a reminder, please be advised that TMS participates in an Informal Dispute Resolution Program with the National Center for Dispute Settlement (NCDS). This program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your client's concerns. Also, the decision of NCDS is not binding on your client, but is binding on Toyota. Accordingly, if claimants continue to have concerns about the vehicle, we encourage them to contact NCDS at 1-866-272-4872.

Very truly yours,

JOHN W. MYERS IV

JWM:mj

bcc: Aliene Paboojian (via email)

TOY-RQ-05D-00001252

M. NICHOLAS NITA
DAVID N. BARRY
JESSICA D. LEW
KRISTINA P. STEPHENSON
RONALD J. BOLZ*
CHRISTOPHER M. LOVASZ**
STEVEN S. TOTH**
*Licensed in IL, IN, OH and WI only
**Licensed in MI and WI only

CONSUMER LEGAL SERVICES, P.C.

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

1950 SAWTELLE BLVD., STE. 245
LOS ANGELES, CA 90025
(310) 477-1474
FAX: (310) 477-1424
E-MAIL: cls @LemonAuto.com

RECEIVED
FEB 10 2010
Customer Support Group

February 4, 2010

TOYOTA MOTOR SALES, U.S.A., INC.
National Headquarters
19001 S. Western Avenue
Mail Drop H200
Torrance, California 90509-2991

Re: 2009 Toyota Yaris (VIN# JTDKT903595[redacted]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents Ms. [redacted] regarding the purchase/lease of a 2009 Toyota Yaris. This firm will refrain from filing a lawsuit for 14 days in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, please see attached copies of [redacted] repair orders.

Ms. [redacted] have submitted the 2009 Toyota Yaris for vehicle defects on at least four **(4)** occasions, and/or at least two times for a safety defect, and/or it has been out of service for repair for 30 days or more. The limited written warranty provides that TOYOTA MOTOR SALES, U.S.A., INC. or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my clients' position that TOYOTA MOTOR SALES, U.S.A., INC.'s inability to repair this vehicle after four attempts, and/or its inability to repair this vehicle's safety defect after two attempts, and/or for the vehicle being out of service for repair for 30 days or more is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, [redacted] respectfully request that TOYOTA MOTOR SALES, U.S.A., INC. **repurchase the 2009 Toyota Yaris and pay their attorney fees and costs.**

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services;(7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

Therefore, pursuant to California Civil Code §1782(a)(2) my clients demand that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle. As stated above, this firm will refrain from filing a lawsuit for 14 days.

Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

M. Nicholas Nita, Esq.

MNN:jt
Enclosures

GIVE-A-KEY

GEWEKE TOYOTA

1020 S. Beckman Road - Lodi, CA 95240
P.O. Box 1210 - Lodi, CA 95241
Toll Free: 800-300-1368 - Local: (209) 367-6500
www.geweke.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 4:30 p.m. Saturday

R/O Open Date	R/O Number
1/25/10	6008223/1
R/O Close Date	**Status**
1/25/10	Pre-Invoice
Mileage In	**Mileage Out**
22088	22092
Service Advisor / Tag #	
Erick Gomez	

BAR #: AC165787 EPA #: CAL000345512

[redacted]
WOODBRIDGE, CA [redacted]

Work Phone	Vehicle Identification Number	
	JTDKT903595 [redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]	1/25/09	1/25/09

Year	Make	Model	Body	Color	License Number
2009	TOYOTA	YARIS	5DR HB AT		
33233					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 10TOZZ: DRIVEABILITY CONCERN CUST STATES A STICKING ACCELERATOR AND ADVISE CUSTOMER STATES HAPPENED WHILE ACCCELERATING ONTO FREEWAY CHECK AND ADVISE Caused by CHECK FOR ENGINE/TRANMISSION CODES NONE FOUND ROAD TESTED VEHICLE COULD NOT DUPLICATE ANY PROBLEM..PERFORM FUNCTION TEST ON SYSTEM NO PROBLEM FOUND Work performed by BRYAN WATSON (809) NO REPAIRS PERFORMED	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 SCALERTRACK SYSTEMS, Inc. - Dealership Application Group (Rev.06-05-2008)

3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE CONTRACTUAL

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

Dealer Number [illegible] Contract Number [illegible] R.O.S. Number 2166133 Stock Number 30236

DATE: 01/27/2010 PURCHASE # Salesperson: MARY JENKI

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted]	[redacted]	CITRUS TOYOTA 1020 S BROADWAY LODI, CA 95240

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	TOYOTA PRIUS	15	JTDKN3DU5A[redacted]	☑ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 3000.00 is
6.99 %	$ 1460.71 (e)	$ 18443.35	$ 29303.06 (e)	$ 32303.06 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	395.73	Monthly, Beginning 03/11/2010
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	397.54	02/11/2015

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ [illegible] (A)
     - 1. Cash Price Vehicle $ [illegible]
     - 2. Cash Price Accessories $ [illegible]
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe [illegible] $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 85.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) $ N/A (H)
   - I. Sales Tax (on taxable items in A through H) $ 1[illegible].64 (I)
   - J. Optional DMV Electronic Filing Fee $ 22.00 (J)
   - K. (Optional) Service Contract (to whom paid) [illegible] $ 1[illegible].00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical	N/A	N/A Mos.	$ N/A
	N/A	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [illegible]
Co-Buyer X [illegible]
Seller X [illegible]

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your

M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (P)
(see downpayment and trade-in calculation)
Q. (Optional) Gap Contract (to whom paid) N/A $ 795.00 (Q)
R. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (R)
S. Other (to whom paid) N/A $ N/A (S)
For N/A
Total Cash Price (A through S) $ 21457.64 (1)

2. **Amounts Paid to Public Officials**
A. License Fees Estimated $ 103.00 (A)
B. Registration/Transfer/Titling Fees $ 28.00 (B)
C. California Tire Fees $ 8.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ 205.25 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **Smog Certification or** ☐ **Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 21662.89 (5)

6. **Total Downpayment**
A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A
B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 1000.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ 2000.00 (G)
Total Downpayment (C through G) $ 3000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. **Amount Financed** (5 less 6) $ 18662.89 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable In N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted] X [redacted]
Buyer Co-Buyer

payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date X Buyer Signature Age
Date X Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. TOYOTA GAP
Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K,1L, 1M, 1N, and/or 1O.

1K Company TOYOTA EXTRA CARE
Term 84 Mos. or 75000 Miles
1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
Buyer X [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted]
Co-Buyer Signs

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year . SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS REQUIRED [illegible]

installments of $ _____ $ _____
from this Loan is shown in item 6D.

applicable.
N/A

Buyer X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted]
Buyer

X [redacted]
Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted]

Co-Buyer Signs X [redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A _____, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY

S/S X [redacted] X [redacted]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 1/25/09 Co-Buyer Signature X [redacted] Date 1/25/09

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X [redacted] Address [redacted]

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A _____ Date N/A _____ Guarantor X N/A _____ Date _____

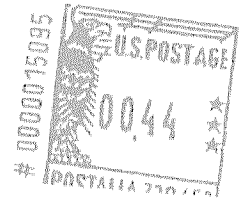
Address N/A _____ Address N/A _____

Seller Signs GROVE TOYOTA _____ Date 1/25/09 By X _____ Title _____

TOY-RQ-05D-00001258

TOY-RQ-05D-00001259

CONSUMER LEGAL SERVICES, P.C.
1950 SAWTELLE BLVD., STE 245
LOS ANGELES, CA 90025



WC11

TOYOTA MOTOR SALES, U.S.A., INC.
National Headquarters
19001 S. Western Avenue
Mail Drop H200
Torrance, California 90509-2991

90501$1196 C031

```
WS0201O/WAA912          SERVICE SERIAL MASTER INQUIRY  02/12/10    TCP39647
SERIAL NUMBER :    JTDKT9035 - 95[redacted]              11:04:30    PAGE    1
DEALER SELL       04417    RETAIL DATE    01/25/09 RETAIL MILES     0
INVOICE DATE      11/05/08 DATE FIRST USE 01/25/09 MODEL         1462A
EXT WARRANTY               DEMO                   DAMAGE        NO
WARRANTY STATUS   W        AIR COND       NO      TRANS TYPE    4SPD-ECT
P.O.E.            03       COLOR          0209    ENGINE        1NZ-5259475
PRODUCTION DATE   810      BED MFG                BED SERIAL
SURVEY SENT                SHIPMENT DATE  09/27/08 FOREIGN SOLD NO
ACCESSORIES
  FE     CL     PQ     CF  +  EF  +


                           *      CLAIM COMPLETE        *     (VEH)
CLAIM NO          923209   REFERENCE NO              TYPE CLASS   63
SERVICING DEALER  04417    REPAIR DATE    11/09/08 REPAIR MILES      0
DATE FIRST USE    00/00/00 RECEIPT DATE   11/09/08 R/O NUMBER
EDITS BYPASSED             OPERATION CODE 001013   COMB CODES
AUTH NUMBER                SSC NUMBER               SUBLET AMT       20.75
T1 CODE                    FAILED PART
T2-T3 CODES         -
REQUESTED AMT       120.75 PAID DATE      11/09/08 PAID AMOUNT     120.75

PF2:ACSY PF4:RPH PF5:CLMHST PF6:PREV PG PF8:NEXT PG PF10:PREV MENU PF11:LOGOFF
```

CUSTOMER INFORMATION

[redacted]
STOCKTON, CA [redacted]

Last Update: 01/25/2010, CUSTOMER CONNECTION

Primary: [redacted]
Alternate:
Email:

VEHICLE

Customer Role:	OWNER
VIN:	JTDKT903595[redacted]
Year/Make/Model:	2009 TOYOTA YARIS (1462)
Original Selling Dealer:	GEWEKE TOYOTA (04417)
Preferred Dealer:	

HOUSEHOLD

VEHICLE OWNERSHIP HISTORY FOR VIN JTDKT9035952371128

Associated Parties	Role	Start Date	End Date
[redacted]	OWNER	01/26/2009	----
[redacted]	OWNER	01/25/2009	01/25/2009

VEHICLE INFORMATION | HOUSEHOLD INFORMATION

Print Options

Expand All Collapse All

VEHICLE STATUS

	Status	Status Date
Re-acquired Vehicle?	No	
TMS Warranty Claims		

VEHICLE DETAILS

Product: 2009 TOYOTA YARIS (1462) **VIN: JTDKT903595[redacted]** **Original Selling Dealer: GEWEKE TOYOTA (04417)**

DOFU: 01/25/2009
Built Date: 10/10/2008
Transmission Type: 4AT
Engine Type: 1NZ
Model Description: YARIS 5-DOOR LIFTBACK

Factory Key Code
Exterior Color: BLACK SAND PEARL (0209)
Interior Color: FB18 (FU18)
Edition: 5-DOOR LIFTBACK

Telematics Enabled: N

Additional Vehicle Details

Original MSRP: $15,364
Order Date: 10/2008
Port Damage: No

Plant of Manufacture: TMC
Body Style: 5-DOOR LIFTBACK
Engine Serial Number: 5259475

Tire Make/Brand:
Tire Size:

Port/Factory Installed Equipment

Description	Installation Source
Power Package: Includes power door locks, power windows, power outside mirrors, 60/40 split, reclining, sliding, fold-flat rear seat, AM/FM CD player with MP3/WMA playback capability, auxiliary audio jack, satellite radio capability and CD text display function, rear window wiper, rear window defroster, 15-in. steel wheels with full wheel covers and engine immobilizer(PQ)	Factory
Rear Bumper Protector (EF)	Port
50 State Emission(FE)	Factory
Carpeted Floor Mats/Cargo Mat (CF)	Port
Cruise Control(CL)	Factory

Standard Installed Equipment

Description

MECHANICAL & PERFORMANCE
1.5L 4-Cyl DOHC VVT-I SFI Engine
4-Speed Automatic Transmission
Front Wheel Drive
MacPherson Strut Front Suspension
Torsion Beam Rear Suspension
Elect Power Steering (EPS)
Elect Throttle Ctrl with Intel (ETCS-I)
Front Ventilated Disc \ Rear Drum Brakes
14" Steel Wheels with Full Wheel Covers
P175/65 R14 Steel-belted Radial Tires
SAFETY
Dr & Fr Pass Advanced Airbag System
Dr & Fr Pass-Seat Mounted Side Airbags
and Front & Rear Side Curtain Airbags
4 Wheel ABS with Electronic Brake-force
Distribution (EBD)
Driver & All Passenger 3-point Seatbelts
CRS Lower LATCH & Top Tether Anchors
Child Protector Rear Door Locks
Direct Tire Pressure Monitoring System
Rear Center High Mount Stop Lamp
EXTERIOR
Multi-Reflector Halogen Headlamps
Intermittent Front Windshield Wiper
Color-keyed Outside Door Handles
Color-keyed Manual Fold Outside Mirrors
Roof Mounted AM/FM Antenna
COMFORT & CONVENIENCE
CFC-Free Air Conditioning
Audio Prep Package with 4 Speakers
Center Mounted Optitron Speedometer, w/
Odometer, Tripmeter & Fuel Gauge Display
Tilt 3-Spoke Steering Wheel
Fabric Trimmed 4-way Adjustable Fr Seats
12-Volt Power Outlet
Driver-side Glove Compartment
Passenger-side Dual Glove Compartment
Folding Rear Bench Seat & Luggage Cover
Interior Maplight & Trunk Lamp
Digital Clock
Front & Rear Cup Holders
Remote Fuel-Filler Door & Hood Release

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer

No records found.

TFS PRODUCT SUMMARY

Type	Sub Type	ID	Plan Cd	Product Status	Effective Dt	Expiration Dt	Expiration Mileage
GAP		00028313913		Approved and Issued	01/25/2009	01/25/2015	0
VSA	PLATINUM	00011863247	B88	Approved and Issued	01/25/2009	01/25/2016	75000

SERVICE HISTORY HELP

OPEN IN NEW WINDOW

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total

----	01/28/2010	22,088	GEWEKE TOYOTA-(04417)		6008223	$0.00

Condition 1

Op Code Desc:DRIVEABILITY CONCERN

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

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/18/2009	12,011	GEWEKE TOYOTA-(04417)		6001953	$64.95

Condition 1

Op Code Desc:10,000 MILE SERVICE. CUSTOMER RE

Pay Type: CUSTOMER PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:BRAKES

Pay Type: CUSTOMER PAY
SSC No. ----
Agreement ----

TELEMATICS PRODUCTS

No records found.

FILE START

FILE START

February 10, 2010

[redacted]
Monterey Park, CA [redacted]

Re: VIN: 2T3ZF4DV4AW[redacted]
Vehicle's Year and Model: 2010 RAV4

Dear [redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 02/10/2010, seeking relief under the California Lemon Law. Your request has been forwarded to me at our Los Angeles Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Los Angeles Regional Office
2 Banting
Irvine, CA 92618

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you

after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Gilbert Sabala
Toyota Customer Satisfaction

cc: - Toyota Los Angeles Office

CUSTOMER #: 503387

53542

INVOICE

PAGE 1

PUENTE HILLS
TOYOTA SCION
17070 Gale Avenue · P.O. Box 8607
City of Industry, CA 91748
(626) 964-7100
www.puentehillstoyota.com
Service and Parts Department: Hours
Monday - Friday: 7:00 A.M. to 7:00 P.M. Saturday: 7:00 A.M. to 5:00 P.M.

[redacted]
IRVINE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 7169 THOMAS ANDERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUPER/WHIT	10	TOYOTA RAV4	2T3ZF4DV4AW[redacted]		449/450	T176

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN10 IS 16JAN10 DD			17:00 04FEB10			CASH	05FEB10

R.O. OPENED	READY	OPTIONS: STK:11036 DLR:04309 ENG:2ARE080827
30JAN10	05FEB10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOEMR STATES VEH IS UNSAFE TO DRIVE			
CAUSE: AOA CAMPAIGN			
0501B1 SSC A0A INSTALL THE ACCELERATOR PEDAL REINFORCEMENT BAR 1000 W			(N/C)
1 04C000420R PEDAL			(N/C)
CC: 99			
FC: 99			
PART#: 0400951208			
COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
TECH 295 REPLACED COMPLETE ACCELERATOR PEDAL			
**********			
B CAR RENTAL CHARGES			
CAUSE: RENTAL CAR			
RENTAL CAR RENTAL CHARGES 999 W			(N/C)
CC: 99 FC: 99 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
SUBL ENTERPRISE RENTAL 624966 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
RENTAL CAR FOR CUSTOMER			
**********			

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE FEE	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR # ARD00088945 EPA # CAL000267263

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CUSTOMER COPY

CUSTOMER #: 503387

53542

INVOICE

PAGE 2

PUENTE HILLS
TOYOTA SCION
17070 Gale Avenue - P.O. Box 8607
City of Industry, CA 91748
(626) 964-7100
www.puentehillstoyota.com
Service and Parts Department Hours
Monday - Friday: 7:00 A.M. to 7:00 P.M. Saturday: 7:00 A.M. to 5:00 P.M.

[redacted]
IRVINE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 7169 THOMAS ANDERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUPER/WHIT	10	TOYOTA RAV4	2T3ZF4DV4AW[redacted]		449/450	T176

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN10 IS 16JAN10 DD			17:00 04FEB10			CASH	05FEB10

R.O. OPENED	READY	OPTIONS: STK:11036 DLR:04309 ENG:2ARE080827
30JAN10	05FEB10	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 1.00			30JAN10	12:31 SA: 7169			

THANK YOU FOR CHOOSING PUENTE HILLS TOYOTA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR # ARD00088945 EPA # CAL000257263

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CUSTOMER COPY

FILE START

CUSTOMER #: 33210

58580

WARRANTY

PAGE 1

Northridge
TOYOTA SCION
19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

[redacted]
NORTHRIDGE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7159 CAREY M RIGGSBEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	TOYOTA CAMRY	4T1BF3EK5AU[redacted]	[redacted]	3664/3664	T168

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS 01JAN10 DD			17:00 10FEB10			CASH	10FEB10

R.O. OPENED	READY	OPTIONS:
08:41 10FEB10	14:50 10FEB10	DLR:04059 ENG:2.5_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER RECEIVED CAMPAIGN LETTER 90 L
CAUSE: CAMAPIGN
9911MA PERFORMED CAMPAIGN 90L
1000 WT 2.10 189.00 189.00
1 04009-52106 TIBIA, PAD KIT 4.04 4.04 4.04
1 78118-41010 STOPPER, ACCELERATOR 1.77 1.77 1.77
CC: 99
FC:
PART#: 04009-52106 350 581 TPARTS
COUNT: 1
CLAIM TYPE:
AUTH CODE:
3650 18900 TLABOR

TECH: 1000 ACTUAL HRS.: 2.10 SOLD HRS.: 2.10

SALE LBR: 189.00 PTS: 5.81 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 194.81

****

TECH: 1000 ACTUAL HRS.: 2.10 SOLD HRS.: 2.1

SALE LBR: 189.00 PTS: 5.81 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 194.81

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4420	18900	3650		4720	581	350	
2200	19481	*******					

COST, SALE, & COMP TOTALS 4000 19481 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	189.00
PARTS AMOUNT	5.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	194.81
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	194.81

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back. BAR REG# ARD196932 EPA # CAD981441736

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WARRANTY COPY

CUSTOMER #: 33210

58580

INVOICE

PAGE 1

Northridge
TOYOTA SCION
19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

[redacted]
NORTHRIDGE, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7159 CAREY M RIGGSBEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	10	TOYOTA CAMRY	4T1BF3EK5AU[redacted]	[redacted]	3664/3664	T168

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS 01JAN10 DD			17:00 10FEB10			CASH	10FEB10

R.O. OPENED	READY	OPTIONS:
08:41 10FEB10	14:50 10FEB10	DLR:04059 ENG:2.5_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER RECEIVED CAMPAIGN LETTER 90 L			
CAUSE: CAMAPIGN			
9911MA PERFORMED CAMPAIGN 90L			
1000 WT 2.10			(N/C)
1 04009-52106 TIBIA, PAD KIT			(N/C)
1 78118-41010 STOPPER, ACCELERATOR			(N/C)
CC: 99			
FC:			
PART#: 04009-52106			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

CUSTOMER SIGNATURE

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back. BAR REG# ARD196932 EPA # CAD981441736

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FILE COPY

Northridge

TOYOTA SCION

19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9977
www.northridgetoyota.com
www.northridgescion.com

CUSTOMER #:33210

58580

WORKORDER

PAGE 1

[redacted]
NORTHRIDGE, CA [redacted]

HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7159 RIGGSBEE, CAREY M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	10	TOYOTA CAMRY	4T1BF3EK5AU[redacted]	[redacted]	3664/	T168

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS 01JAN10 DD			17:00 10FEB10			CASH	

R.O. OPENED	READY	OPTIONS: DLR:04059 ENG:2.5_Liter
10FEB2010 08:41		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	X	WT	CUSTOMER RECEIVED CAMPAIGN LETTER 90 L

Done

ADDITIONAL REPAIRS REQUIRED
AUTHORIZED BY $ _____
X _____ ☐ Phone ☐ In Person

ADDITIONAL REPAIRS REQUIRED
AUTHORIZED BY $ _____
X _____ ☐ Phone ☐ In Person

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.
OUR LABOR RATES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME.
TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN 7 DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE SERVICES RECOMMENDED.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

"DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS"
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Email Address: _____ Fax Number: _____

X [redacted] $

ORIGINAL ESTIMATE $ #

DOES NOT INCLUDE SALES TAX & HAZARDOUS WASTE FEE

BAR REG# ARD196932 EPA # CAD981441736

A

COMPLAINT:

CAUSE:

CORRECTION:
3SC 90L

B

COMPLAINT: Accelerator Pedal & floor Surface modification

CAUSE: 2) override system (replaced) installation
3) Remove Sound Deadening Material

CORRECTION: inspect the front carpets & floor mod. & clean them as appropriate.

C

COMPLAINT: op code 9911MA 2.1 units

CAUSE:

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	DATE / TIME
3SC 90L	2.1	58580	ON	10 FEB '10 PM 5:44
		TECH NO. TF 9911MA	OFF	10 FEB '10 PM 5:12

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID ____
4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐
TRANSMISSION:
3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____
ACCESSORIES:
P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____
LR ____ RR ____

BRAKE CONDITION

LF ____ % RF ____ %
LR ____ % RR ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____
ASM ____

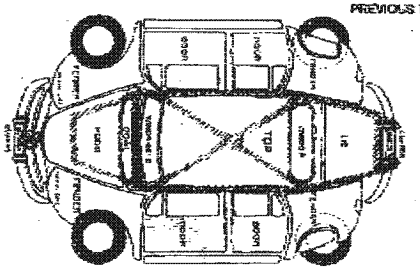
FOREMAN'S SIG. X ____

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER CATALOG #600-971-11456 (REV. 03/08) ADP Item # 9001971-C

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐
F ☐ R ☐
LF ☐ LR ☐

02/12/2010 11:24 8187345644 NORTHRIDGE TOYOTA PAGE 04/05

TOY-RQ-05D-00001274

Diagnostic Report

Vehicle Information

Vehicle: 2010 Camry **VIN:** 4T1BF3EK5AU[redacted] **Mileage:** 3665

Repair Order: 58580

Health Check Summary

Checkpoints	Status	Comments
Powertrain Systems	All systems OK	
Chassis Systems	All systems OK	
Electrical Systems	All systems OK	
Network Systems	All systems OK	
Service Campaigns	No Action Required	**90L Performed**

Performed: 02/10/10, 11:29 AM

Technician Signature: _____

Manager Signature: _____

NORTHRIDGE TOYOTA
19550 NORDHOFF STREET
NORTHRIDGE, CA 91324
Phone Number: (818) 734-5600

FILE START

CARLO NORAVIAN
Attorney and Counselor at Law

500 N. Central Ave., Suite 940
Glendale, California 91203

telephone
818.548.8000

facsimile
818.548.5015

email
carlo@cnesq.com

February 9, 2010

Via U.S. Certified Mail Receipt No. 70081140000148099053

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

Re: Toyota Camry 2010
Serial No. : 4T1BF3EK9AU[redacted]
Date of Purchase/Lease : 10/19/2009
Client : [redacted]

Dear Sir/Madam:

Our office has been retained to represent Mrs. [redacted] in relation to a leased 2010 model Toyota Camry. The vehicle was acquired new on October 19, 2009, from Longo Toyota.

As our client learned of the potential defects she has elected not to drive the vehicle. In fact, she is weary at the fact that the vehicle was even available to be sold or leased when the dealer and/or manufacturer had knowledge of the potential hazards of the vehicle. The vehicle is currently parked in her garage with approximately 1000 miles on the odometer. Our client has developed an anxiety towards the vehicle and no longer wishes to retain it.

Our client is requesting that the vehicle be returned and all of her costs be reimbursed, (i.e. lease payments, insurance, licensing fees) minus any reasonable charges in relation to the 1000 miles on the odometer.

We look forward to a expeditious resolution of this matter, and in the interim, should you have any questions or comments, please feel free to contact the undersigned.

Very truly yours,

CARLO NORAVIAN, ESQ.

CN/ts

RECEIVED
FEB 12 2010
Customer Support Group

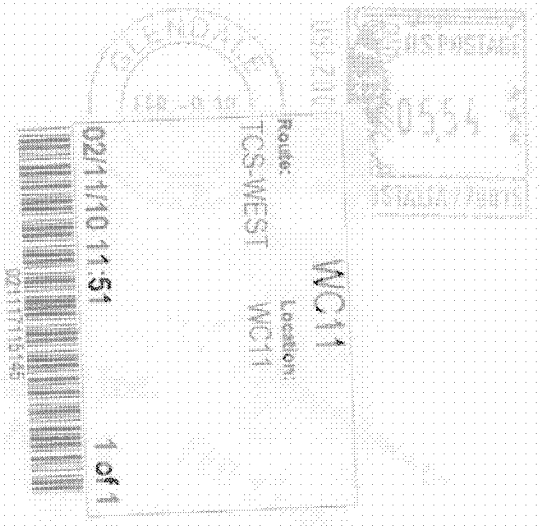
TOY-RQ-05D-00001278

CARLO NORAVIAN
Attor
30 North Central Avenue, Suite 940
Glendale, California 91203

CERTIFIED MAIL

7008 1140 0001 4809 9053

Toyota Motor Sales, U
19001 South Western
Dept. WC11
Torrance, CA 90501



CONSUMER AFFAIRS 2010-02-49027
OFFICE [redacted] CLAIM

TOY-RQ-05D-00001279

Thomas G. Ambrosin
Mayor

City of Revere, Massachusetts
Consumer Affairs Office
Revere, MA. 02151
(781)286-8114

Jannine Ellis, Director

Monday, February 08, 2010

Working in Cooperation with the Department of the Attorney General

Case Number 6811
Toyota Motor Sales USA
4 Leonard Road
Revere,MA. 02151

1ST REQUEST

Dear Sir/Madam:

The Revere Consumer Affairs Office is in receipt of the enclosed complaint which has been filed against your business.

This office offers assistance to consumers and businesses in the resolution of consumer and landlord/tenant disputes for several cities/towns. It is one of the many programs working in cooperation with the Department of the Attorney General at the local level. We will mediate the complaint through an informal process of letters and phone calls.

We would appreciate it if you would kindly review this matter. In order to insure that we have all the facts, we ask that you provide us with a written statement of your position including copies of any documents you may wish to submit.

We have enclosed a form for this purpose and request that you return it to us within 10 days of your receipt of this letter.

While our office is awaiting your response, we urge you to contact the complainant in order to voluntarily arrive at a settlement. We will be in touch with you shortly if the complaint is not resolved.

Thank you for your cooperation. Please address your response to:

Consumer Affairs Office
150 Beach Street
Revere, MA. 02151

RECEIVED
FEB 12 2010
LEGAL SERVICES GROUP

Sincerely,

Omarie

Revere Office of Consumer Affairs

(PLEASE COMPLETE THIS FORM)
(A COPY WILL BE MAILED TO THE CONSUMER)

Please briefly state what attempts you have made to resolve this dispute.

What is the present status of the dispute?

NAME:_____ DATE:_____

STREET:_____

CITY:_____ STATE:_____ ZIP:_____

TELEPHONE:_____

NAME OF CONSUMER_____

Address your response to:

REVERE OFFICE OF CONSUMER AFFAIRS
150 Beach Street
Revere, MA 02151
(781)286-8114
(781)485-2788 Fax

Office of the Attorney General
Public Inquiry and Assistance Center

Record Summary

Intake #: 164540

received

As of: 02/02/2010
Page 1 of 1

Consumer Info:		Business Info:	
Consumer Name:	[redacted]	Business Name:	Toyota Motor Sales USA
Address:	[redacted] Revere, MA [redacted]	Address:	19001 South Western Ave Legal Dept A108 Torrance, CA 90501
Phone #:	[redacted]	Phone #:	310-468-4000

Intake Info:

Status: Open

Date Received: 1/27/2010 5:24:28PM

Assigned to: Andria Simon

Manner of Contact: E-Complaint

Open Date: 1/28/2010 1:44:59PM

Closed Date:

Business/Complaint Code: Auto Sales/Leasing/Rental - Auto Sales Defective Product

Purpose of Intake: Complaint

Referred To: Revere Consumer Affairs Office

Description: i have a late 2008 model toyoata highlander with 50,000 miles i have tried 2 report a problem with my gas pedal/ transmission for 2 months now the first time it occured i did exactly as they are saying to do on tv now i explained that to them 2 months ago but gas pedal on this vehicle still sticks and transmission then idles high as i harshly keep my feet on the brake causing the transmission then to slam in a lower gear I"m told this vehicle isnt one with the recall i can assure you my model has the exactproblem my VIN number is JTEES41A082[redacted] What do I do now that they claim my vehicle isnt one under the recall and I do have high mileage so no more warranty?
Recall Issues -

Resolution:

Intake Details:

Date	Login ID	Description
1/28/2010 1:44:59PM	ASIMON	Intake Opened
1/28/2010 1:45:00PM	ASIMON	Intake Recorded By ASIMON
1/28/2010 1:45:01PM	ASIMON	The Clock has been started
1/28/2010 2:21:11PM	ASIMON	Subject Changed To ASLR-DFCT
2/2/2010 11:41:58AM	ASIMON	Referred intake to a Local Consumer Program/ Revere

Describe the problem or concern that this complaint is about:

i have a late 2008 model toyoata highlander with 50,000 miles i have tried 2 report a problem with my gas pedal/ transmission for 2 months now the first time it occured i did exactly as they are saying to do on tv now i explained that to them 2 months ago but gas pedal on this vehicle still sticks and transmission then idles high as i harshly keep my feet on the brake causing the transmission then to slam in a lower gear I'm told this vehicle isnt one with the recall i can assure you my model has the exactproblem my VIN number is JTEES41A082[redacted] What do I do now that they claim my vehicle isnt one under the recall and I do have high mileage so no more warranty?

What outcome do you seek from filing this complaint?:

AG's office will review my complaint for possible mediation.

If you are requesting mediation, what resolution do you seek?:

I want the car made safe and fixed

Review, sign and submit your

1. Review the confidentiality of your complaint: Under most circumstances, the text of your complaint will be considered a public record and be available to any member of the public upon request. In response to such a request, we generally will not disclose your name, address, phone number or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint you submitted. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

2. Are you willing for us to send this complaint to the business you are complaining about and do you authorize that business to release any and all information with regard to this complaint to the Attorney General's Office? If no, we may not be able to mediate your complaint. **YES**

3. Read this important notice and sign your complaint.
I understand that when I submit this complaint that the Attorney General's Office cannot give me legal advice and cannot act as my personal lawyer. I also understand that the Attorney General's Office may need to forward this complaint to another agency for response, including one of its designated Local Consumer Programs.

Signed By: **Hope Sewell**

Declaration Response: Yes

By filling in my name and checking this box, I certify that the information I have provided is true and correct to the best of my knowledge, and that I adopt this as my online signature.

TOYOTA

Carole A. Hargrave
Claims Manager
Direct Phone (310) 468-5027
Fax (310) 381-6317
Carole_hargrave@toyota.com

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

February 18, 2010

Consumer Affairs Office
150 Beach Street
Revere, MA 02151

RE: Your Case #: 6811
Customer: [redacted]
Vehicle: 2008 Toyota Highlander
VIN #: JTEES41A082[redacted]

Dear Consumer Affairs Office:

This will acknowledge our report of your letter dated February 9, 2010 addressed to Toyota Motor Sales USA in Revere MA. in regards to the above referenced customer.

Our records show this vehicle as original being owned by hertz rental with their owner ship ending May 8, 2008 with no records showing the ownership for Ms.[redacted] or that she ever reported any type of issue with the vehicle. However upon receipt of your letter we have assigned to our field for the inspection of the vehicle.

They will contact Ms. [redacted] and make arrangements to inspect the vehicle in regards to her concerns. We will send a written response advising her of our findings and will copy you our written response.

Very truly yours,

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

FILE START

LEXUS

December 22, 2009

[redacted]
San Jose, CA [redacted]

Letter In Response to Claims Seeking Compensation for Diminution in Value or Repurchase of the vehicle

Dear Ms. [redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota and Lexus vehicles and unintended acceleration. Toyota has and will continue to thoroughly investigate the issue of unintended acceleration and take appropriate measures to address any safety issues with our vehicles. Information regarding the status of the investigation can be found at www.toyota.com or www.lexus.com.

In the course of its on-going investigation, Toyota identified the potential risk for floor mat entrapment of accelerator pedals in certain Toyota and Lexus models when equipped with a driver's side floor mat that was not designed for that vehicle or that becomes unsecured. The models involved are: 2007 to 2010 MY (model year) Camry, 2005 to 2010 MY Avalon, 2004 to 2009 MY Prius, 2005 to 2010 MY Tacoma, 2007 to 2010 MY Tundra, 2007 to 2010 MY ES350, 2006 to 2010 MY IS250, and 2006 to 2010 MY IS 350.

On September 29, 2009, Toyota issued a consumer safety advisory and began mailing safety notices on October 30th to owners of the affected vehicles, instructing them to remove their driver's side floor mats. On November 25, 2009, Toyota announced more detailed vehicle-based remedies to address to risk of floor mat entrapment of the accelerator pedal. These specific remedies include: (1) reconfiguring the shape of the accelerator pedal, and (2) providing newly designed all-weather floor mats for those vehicles currently equipped with any genuine Toyota or Lexus all-weather floor mat. In addition, as a separate measure independent of the vehicle-based remedy, Toyota will install a brake override system onto the involved Camry, Avalon, and Lexus ES 350, IS350 and IS 250 models as an extra measure of confidence.

If you own or lease one of the affected vehicles and, for some reason, you did not receive the safety notice that we mailed to you on or around October 30, 2009, you can review a copy of the notice as well as a list of affected vehicles at www.toyota.com or www.Lexus.com.

Other than the risk of floor mat entrapment, Toyota's investigation to date has not revealed any other safety issues with Toyota or Lexus vehicles. If you have concerns about your vehicle, we strongly recommend that you take your vehicle into your local Toyota or Lexus dealer for inspection to determine if there is a problem with your particular vehicle and the cause of the problem, if any.

Because the information you have provided to us does not establish that your vehicle is defective, we decline your request to reimburse you for the cost of your vehicle.

If you have further questions, please visit www.toyota.com or www.lexus.com or contact the Toyota Customer Experience Center at 1-800-331-4331 or Lexus Customer Satisfaction at 1-800-255-3987.

Sincerely,

Sam Leonard
Customer Satisfaction Manager
Lexus Western Area

209 Technology Drive, Irvine, CA 92618-2413 949 727-1977 949 727-2599 Fax

From: Origin ID: NZJA (949) 727-1977
BIANCA ROSE
Lexus Western Area
209 Technology Drive

Irvine, CA 92618

FedEx Express

Ship Date: 22DEC09
ActWgt: 1.0 LB
CAD: 1258614/INET9090
Account#: S *********

Delivery Address Bar Code

SHIP TO: (408) 656-7419 BILL SENDER

[redacted]

SAN JOSE, CA [redacted]

Ref # BR CUS LTR
Invoice #
PO #
Dept #

TRK# 0201 7931 2963 9862

WED - 23DEC A1
STANDARD OVERNIGHT

83 RBKA

95112
CA-US
SJC

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December 8, 2009

VIA U.S. MAIL

[redacted]
San Jose, CA [redacted]

Re: VIN: JTHBK262185[redacted]
Vehicle's Year and Model: 2008 IS 250

Dear Mrs. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2008 IS 250. We appreciate the opportunity to assist. We understand you are disappointed with your vehicle and wish to have it repurchased. As per the phone conversation with our representative, your vehicle replacement request will be investigated by our Western Area Office.

In order for a proper review of your repurchase request, we will need the following information, which you may have in your possession.

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle

2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle

3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota/Lexus repair facilities

5. Legible copies of any and all documents relating to any accidents involving the vehicle

6. Legible copy of the current vehicle registration and any other documents related

to the registration and/or title of the vehicle

[redacted]
12/8/09

Please send this information to the following address:

Lexus Western Area Office
209 Technology Drive
Irvine, CA 92618
Attn: Customer Satisfaction

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct a vehicle inspection.

Also, we would like to make you aware of the National Center for Dispute Settlement (NCDS). This out-of-court program is part of Lexus' efforts to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like to contact NCDS, the toll-free number is 1-866-272-4872

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Respectfully,

Gerry Ricci
Executive Coordinator

cc: Customer Satisfaction – Lexus Western Area Office

CUSTOMER INFORMATION

[redacted]
SAN JOSE, CA [redacted]

Update THIS Customer's Info

Primary:
Alternate:
Email: [redacted]

Last Update: 12/07/2009, CUSTOMER CONNECTION

VEHICLE

Customer Role:	OWNER
VIN:	JTHBK262185[redacted]
Year/Make/Model:	2008 LEXUS IS 250 (9502)
Original Selling Dealer:	LEXUS OF STEVENS CREEK (60448)
Preferred Dealer:	

Update Preferred Dealer

HOUSEHOLD

VEHICLE OWNERSHIP HISTORY FOR VIN JTHBK262185[redacted]

Associated Parties	Role	Start Date	End Date
[redacted]	OWNER	07/24/2008	----

Change THIS Vehicle's Ownership

Remove Owner/Add Driver

VEHICLE INFORMATION **HOUSEHOLD INFORMATION**

Print Options Expand All Collapse All

VEHICLE STATUS

	Status	Status Date
Re-acquired Vehicle?	No	
TMS Warranty Claims		

VEHICLE DETAILS

Product: 2008 LEXUS IS 250 (9502) **VIN: JTHBK262185[redacted]** **Original Selling Dealer: LEXUS OF STEVENS CREEK (60448)**

DOFU: 07/24/2008 **Factory Key Code**
Built Date: 06/05/2008 Exterior Color: SMOKY GRANITE MICA (01G0)
Transmission Type: 6ECTI Interior Color: BLACK (LA27)
Engine Type: 4GR Edition: IS250 4-DR SEDAN Telematics Enabled: N
Model Description: IS 250 4-DOOR SEDAN

Additional Vehicle Details

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
No records found.			

TFS PRODUCT SUMMARY

Type	Sub Type	ID	Plan Cd	Product Status	Effective Dt	Expiration Dt	Expiration Mileage
No records found.							

SERVICE HISTORY Help OPEN IN NEW WINDOW

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/16/2009	4,353	LEXUS OF STEVENS CREEK-(60448)	MUNZ, D	0048175	$57.96

Condition 1 **Pay Type:** CUSTOMER PAY
Op Code Desc: REPLACED ENGINE OIL AND OIL FILTER
REPLACED ENGINE OIL AND OIL FILTER ~|~GUEST STATES: ENGINE OIL AND OIL FILTER CHANGE ~|~OIL AND FILTER CHANGE ~|~REPLACED ENGINE OIL AND OIL FILTER CHANGE OILANDFILTER ADJUSTED TIRE PRESSURES AND ALL FLUIDS.
SSC No. ----
Agreement ----

Condition 2 **Pay Type:** CUSTOMER PAY
Op Code Desc: ADJUSTED TIRE PRESSURES TO 35 PSI TPS LIGHT TURNED OFF.
ADJUSTED TIRE PRESSURES TO 35 PSI TPS LIGHT TURNED OFF. ~|~CUSTOMER STATES TPS LIGHT WERE ON,PLSE CK AND ADVISE IF ALL OK ~|~ALL PRSSURES OUT OF SPEC.28 PSI ~|~ADJUSTED TIRE PRESSURES TO 35 PSI TPS LIGHT TURNED OFF.
SSC No. ----
Agreement ----

Condition 3 **Pay Type:** CUSTOMER PAY

Op Code Desc: CLEANED AS BEST AS POSSIBLE
CLEANED AS BEST AS POSSIBLE ~|~CUSTOMER STATES THEY GOT SUNSCREEN LOTION ON REAR SEATS,PLSE SEE IF DETAIL CAN GET IT OF FOR HER ~|~GUEST REQUEST ~|~CLEANED AS BEST AS POSSIBLE

SSC No. ---- **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/16/2009	2,379	LEXUS OF STEVENS CREEK-(60448)	ATALIG, Y	0017524	$96.82

Condition 1 **Pay Type:** CUSTOMER PAY

Op Code Desc: INSPECTED AND TESTED, COULD NOT CONFIRM
INSPECTED AND TESTED, COULD NOT CONFIRM ~|~GUEST STATES AT TIMES BLUETOOTH DOESNT CONNECT - INSPECT AND REPORT ~|~. ~|~INSPECTED AND TESTED, COULD NOT CONFIRM

SSC No. ---- **Agreement** ----

Condition 2 **Pay Type:** CUSTOMER PAY

Op Code Desc: INSPECT AND TESTED, OPERATING AS DESIGNED
INSPECT AND TESTED, OPERATING AS DESIGNED ~|~GUEST STATES: CHECK RADIO WHEN ENTERS HER PARKIGN GARAGE AND ON AM740 OR FM88.5 YOU CANNOT HEAR THE RADIO LIKE IT LOOSES SIGNAL - INSPECT AND REPORT ~|~FOUND NO PROBLEM AT THIS TIME ~|~INSPECT AND TESTED, OPERATING AS DESIGNED

SSC No. ---- **Agreement** ----

Condition 3 **Pay Type:** WARRANTY PAY

Op Code Desc:
5,000 MILE SERVICE, PERFORMED OIL AND FILTER CHANGE, SET TIRE PRESSURES, TOPPED 5,000 MILE SERVICE, PERFORMED OIL AND FILTER CHANGE, SET TIRE PRESSURES, TOPPED ~|~GUEST STATES: PERFORME INTIAL 5000 MILE SERVICE ~|~SERVICE ~|~5,000 MILE SERVICE, PERFORMED OIL AND FILTER CHANGE, SET TIRE PRESSURES, TOPPED OFF FLUID LEVELS

SSC No. ---- **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/05/2008	1,045	LEXUS OF STEVENS CREEK-(60448)	MUNZ, D	0002881	$55.20

Condition 1 **Pay Type:** WARRANTY PAY

Op Code Desc:
CHECKED AND TOPPED OFF FLUIDS ADJUSTED TIRE PRESSURES CHECKED AND TOPPED OFF FLUIDS ADJUSTED TIRE PRESSURES ~|~GUEST STATES: 1K SERVICE ~|~1000 MILE INTERVAL WARRANTY SERVICE ~|~CHECKED AND TOPPED OFF FLUIDS ADJUSTED TIRE PRESSURES GUEST STATES: 1K SERVICE

SSC No. ---- **Agreement** ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
09/05/2008	09/08/2008	1,045	LEXUS OF STEVENS CREEK-(60448)	--------	$55.20

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/28/2008	39	LEXUS OF STEVENS CREEK-(60448)	MUNZ, D	0098500	$50.00

Condition 1 **Pay Type:** CUSTOMER PAY

Op Code Desc: LOANER CAR PROVIDED AT N/C DURING SERVICE WORK
LOANER CAR PROVIDED AT N/C DURING SERVICE WORK ~|~LOANER CAR ~|~RENTAL ~|~LOANER CAR PROVIDED AT N/C DURING SERVICE WORK

SSC No. ---- **Agreement** ----

Condition 2 **Pay Type:** INTERNAL (DEALER) PAY

Op Code Desc: PERMA APPL
PERMA APPL ~|~GUEST STATES: PERMA APPL ~|~APPLY PERMA PLATE PROTECTION TO EXTERIOR AND INTERIOR SURFACES ~|~PERMA APPL

SSC No. ---- **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/21/2008	9	LEXUS OF STEVENS CREEK-(60448)		0096689	$276.00

Condition 1 **Pay Type:** WARRANTY PAY

Op Code Desc: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES
PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PRE DELIVERY ~|~PDI ~|~PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

SSC No. ---- **Agreement** ----

TELEMATICS PRODUCTS

No records found.

TELEMATICS OWNERSHIP HISTORY

Contract No.	Status	Associated Parties	Role	Start Date	End Date

No records found.

TOY-RQ-05D-00001291

[redacted]

EASTERN REGION

TOY-RQ-05D-00001292