[redacted]

SOUTHERN REGION

TOY-RQ-05D-00000501

Case Report - 200901260756

Customer/Caller Summary:

Customer Name/Address: [redacted]
Atlanta, GA [redacted]
Caller Phone:
Caller Alt. Phone: [redacted]

Case Summary:

Case Title:	Product; Abnormal Condition; Engine- Powertrain; Driving Response
Case Type:	General
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	Abnormal Condition
Component:	Engine- Powertrain
Condition:	Driving Response
VIN:	JT8BH28F8Y0[redacted]
Dofu:	01/28/2000
Current Miles:	92000
Incident Miles:	90000
Model Year:	2000
Model Name:	LS 400
Region:	Southern
District:	06
Dealer 1:	Nalley Lexus - Roswell, 61031
Selling Dealer:	Nalley Lexus - Roswell, 61031

Case History:

Caller Seeks: assistance with repairing veh
CAC Stated: LCS apol and adv will doc concern. Dept specialist will review and follow-up within 2 b/d. Cust thanked.

*** PHONE LOG 01/26/2009 12:22:48 PM CKnight1
Caller states: less than six months ago engine began to make acceleration sound, when accelerator was not being pressed. Cust sts this happens intermittently when releasing brakes. Cust sts dlr kep veh for two days and stated they can no duplicate concern. Cust sts he feels this is a safety issue, but it will be more cost effective to repair instead of trade veh. Cust sts dlr has great service, they just cannot assist with his concern.

*** NOTES 01/26/2009 02:05:55 PM TGibson
To: SM Darrell Davis Nalley Lexus Roswell
From: Tremaine Gibson LCS 310-468-2199
Please review customer concerns & advise of the last time that the vehicle was in the dealership & provide inspection results. Please advise if you think that FTS should be involved. Thank you.

*** NOTES 01/26/2009 02:06:41 PM TGibson
To: SM Blake Macormick Nalley Lexus Roswell
From: Tremaine Gibson LCS 310-468-2199
Please review customer concerns & advise of the last time that the vehicle was in the dealership & provide inspection results. Please advise if you think that FTS should be involved. Thank you.

*** SUBCASE 200901260756-1 CREATED 01/26/2009 02:06:53 PM TGibson

*** PHONE LOG 01/28/2009 10:13:19 AM TGibson Action Type: Incoming call
received a c/b from SM Blake Macormick & he advised that the customer came into his office with documentation of complaints from other Lexus customers about unintended acceleration from TheFederalRegister.com. Blake advised that the customer has stated that they feel Lexus is covering up the issue. Advised Blake that I would contact FTS Leonard St. Amand to request an inspection. Blake advised that the dlrshp has not been able to duplicate the concern. Thanked Blake.

*** NOTES 01/28/2009 10:20:49 AM TGibson
emailed FTS rep Leonard St. Amand to request an inspection.

*** NOTES 01/28/2009 01:16:49 PM TGibson
recevied a vm response from FTS rep Leonard St. Amand advising that if the vehicle is currently at the dlrshp he can inspect it on Friday 01/30. 02/03 or 02/05, in the morning, would be the next available dates for inspection. Leonard requested a c/b to confirm the date of inspection.

*** PHONE LOG 01/28/2009 01:46:24 PM TGibson Action Type: Outgoing call
Contacted cust at [redacted] & he agreed to have his vehicle inspected at 10am on 02/03 at Nalley Lexus Roswell. Cust sts that he believes his concern is a known issue that Lexus is trying to hide & he has found info online at thefederalregister.com (blogs) that describe the same concerns that he is having. The customer sts that ultimately he is getting rid of the vehicle b/c he doesn't feel safe, but wants the inspection to determine if the concern can be addressed. I advised cust that LCS will f/u after the inspection. Thanked cust.

*** EMAIL OUT 02/03/2009 12:15:27 PM CColtey Action Type: External email
Send to: [tremaine_gibson@toyota.com]
CC List: [tremaine_gibson@toyota.com]
Cust c/b and sts met with FTS who inspected veh & then adv him it would be two weeks until he received results. Sts feels this is not acceptable because his veh is dangerous and does not want to hurt himself or others in an accident. Sts he will sell the veh tomorrow if someone does not get involved sooner. Sts has found many cases online regarding this issue with accelerator. NCR apol and adv TGibson is not avail at this time but will request c/b ASAP. Cust thanked

*** NOTES 02/03/2009 12:48:48 PM TGibson
FCR received from FTS Leonard St. Amand

*** NOTES 02/03/2009 12:54:28 PM TGibson
FCR was forwarded to Carole Hargrace in Legal by FTS Leonard St. Amand & I forwarded a second copy with an a secondary contact number.

*** NOTES 02/03/2009 01:58:35 PM TGibson
received a response from Carole Hargrove & she advised that the customer would have a letter responding to his inquiry by the end of the week.

*** PHONE LOG 02/03/2009 02:01:37 PM TGibson Action Type: Outgoing call
Contacted cust at [redacted] & advised that he will getting a response in writing from the Legal dept by the end of the week. Cust sts that he will wait to correspond with the Legal dept. Cust asked if I would be calling him back. I advised cust that he would be corresponding with the Legal dept beyond this point, as I have facilitated the neccessary communication to have the vehicle inspected. Cust thanked me for my assistance.

*** SUBCASE 200901260756-1 CLOSED 02/03/2009 02:01:54 PM TGibson

*** CASE CLOSE 02/03/2009 02:02:03 PM TGibson
Contacted cust at [redacted] & advised that he will getting a response in writing from the Legal dept by the end of the week. Cust sts that he will wait to correspond with the Legal dept. Cust asked if I would be calling him back. I advised cust that he would be corresponding with the Legal dept beyond this point, as I have facilitated the neccessary communication to have the vehicle inspected. Cust thanked me for my assistance.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Case Close	02/03/2009 02:02:03 PM	TGibson	Status = Closed, Resolution Code = Full, State = Open.
Subcase Close	02/03/2009 02:01:54 PM	TGibson	Number = 200901260756-1, Status = Action CAC, Resolution Code = Full..
Phone Log	02/03/2009 02:01:37 PM	TGibson	Start = 02/03/2009 01:58:36 PM, End = 02/03/2009 02:01:37 PM, Contact = [redacted]
Notes	02/03/2009 01:58:35 PM	TGibson	Log notes.
Notes	02/03/2009 12:54:28 PM	TGibson	Log notes.
Notes	02/03/2009 12:48:48 PM	TGibson	Log notes.
Rule Action	02/03/2009 12:15:33 PM	rulemgr	Action Send notify of rule Lexus Notify Email fired
Email Out	02/03/2009 12:15:27 PM	CColtey	Email sent to tremaine_gibson@toyota.com.
Phone Log	01/28/2009 01:46:24 PM	TGibson	Start = 01/28/2009 01:43:52 PM, End = 01/28/2009 01:46:24 PM, Contact = [redacted]
Notes	01/28/2009 01:16:49 PM	TGibson	Log notes.
Notes	01/28/2009 10:20:49 AM	TGibson	Log notes.
Rule Action	01/28/2009 10:20:37 AM	rulemgr	Action Send Notify of rule Lexus Notify Case

			Grabbed fired
Yanked	01/28/2009 10:20:32 AM	TGibson	Case grabbed from DLR61031 to TGibson's default WipBin.
Chg Status	01/28/2009 10:20:32 AM	TGibson	Case yanked
Phone Log	01/28/2009 10:13:19 AM	TGibson	Start = 01/28/2009 10:10:41 AM, End = 01/28/2009 10:13:19 AM, Contact = [redacted]
Chg Status	01/26/2009 02:06:58 PM	TGibson	Case status changed to Action Dealer
Assign	01/26/2009 02:06:57 PM	TGibson	Case assigned to DLR61031
Admin Subcase	01/26/2009 02:06:53 PM	TGibson	Number = 200901260756-1, Created in WIP default with due date 01/28/2009 02:06:50 PM..
Notes	01/26/2009 02:06:41 PM	TGibson	Log notes.
Notes	01/26/2009 02:05:55 PM	TGibson	Log notes.
Rule Action	01/26/2009 02:05:22 PM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Set Originato	01/26/2009 02:05:17 PM	TGibson	Set Originator: by TGibson
Chg Status	01/26/2009 02:05:16 PM	TGibson	Case yanked
Yanked	01/26/2009 02:05:15 PM	TGibson	Case grabbed from CKnight1 to TGibson's default WipBin.
Dispatch	01/26/2009 12:22:53 PM	CKnight1	from WIP default to Queue MCM Southern Follow-up.
Modify	01/26/2009 12:22:48 PM	CKnight1	into WIP default and Status of Action CAC.
Phone Log	01/26/2009 12:22:48 PM	CKnight1	Start = 01/26/2009 12:15:32 PM, End = 01/26/2009 12:22:48 PM, Contact = [redacted]
Create	01/26/2009 12:15:32 PM	CKnight1	Contact = [redacted], Priority = Customer, Status = Action CAC.

FILE START

Case Activity Report

Case # : 200901270544 **Case Type :** PRIORITY **Owner's Group :**

Brand : Toyota **Case/Activity Last Updated :**

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

CUSTOMER INFORMATION

NAME :	[redacted]
ADDR1 :	
ADDR2 :	
CITY, STATE, ZIP :	
UNTRY :	
M. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	[redacted]

VEHICLE INFORMATION

VIN :	4T1BK36B49U[redacted]
MODEL YR. :	2009
MODEL :	AVALON
GRADE :	XL
MODEL NUMBER :	3534
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	29073 LAWRENCE TOYOTA
DOFU :	10/15/2008
CURRENT MONTHS :	3
CURRENT MILES :	1345
INCIDENT MILES :	700
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	TORRESN
CREATED DATE :	1/27/2009 11:43:00 AM
CREATED BY :	NTORRES
CREATOR'S GROUP :	
CLOSED DATE :	1/28/2009 12:30:57 PM
CLOSED BY :	TMSPLOAD
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	37125 FAULKNER TOYOTA
REGION CODE - NAME :	80 - CAT
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

ACTIVITIES

CTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
200901270544-C-01	/ Case Long Note	Done	TORRESN / Tier 2B Rep	*** PHONE LOG 01/27/2009 11:50:54 AM LBurton Caller states: 09 Avalon, when accelerating, eng continues to rev after releasing the accelerator. Sts has to press brake hard to keep veh from moving forward. Sts on one occasion, had to shut veh off to stop eng revving. Sts after restarting veh, eng was still revving high. Sts usually happens while trans is in drive. Sts happens after eng is warm. Sts has			

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

TOY-RQ-05D-0000506

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				returned to dlr twice. Wants to have high eng revving diag/rprd. *** NOTES 01/27/2009 11:51:04 AM LBurton Ncr advd will open to a Case Mgr who will contact by eob 01/28/09. *** SUBCASE 200901270544-1 CREATED 01/28/2009 07:59:01 AM NTorres *** NOTES 01/28/2009 09:05:09 AM NTorres OUTGOING DLR CALL- Faulkner Toyota #37125 Linda, Svc advisor adv Greg Eife, SM Faulkner Toyota #37125 unavailable & offered to asst. Dlr adv cust in on RO#353668 on 01/26/09 @ 15,347 miles cust sts feels like accelerator pedal is sticking & dlr adv found no codes & no rpr made. NCR thanked dlr for time & info. *** NOTES 01/28/2009 12:29:09 PM NTorres OUTGOING CUST CALL Caller: Sts his wife was driving the veh. Sts his wife removed her foot from the accelerator pedal and the veh continue moving at the same speed. Sts veh did not lose speed automatically but kept at a constant pace. Sts his wife had to apply the brakes to slow the veh down. Sts took veh to dlr who where unable to dup & made no rpr. Sts did his part by taking veh to dlr to rpr defective veh & they did not. Sts no longer wants v			
200901270544-C-02	/ Case Long Note	Done	TORRESN / Tier 2B Rep	eh & will pursue issue... *** NOTES 01/28/2009 12:29:21 PM NTorres ...outside of toy. NCR apol & adv warr is avail to rpr manf defect. NCR adv cust may take veh to any authorized toy dlr to have veh inspected. NCR adv if			

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

TOY-RQ-05D-00000507

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				cust does not want to continue w/ rpr may pursue issue outside of toy. Caller understood. *** CASE CLOSE 01/28/2009 12:31:02 PM NTorres 1. SUMMARY: Veh will not decelerate without brake being applied 2. ACTION TAKEN: Dlr 3. RESOLUTION/POSITION: NCR adv cust may take veh to dlr for inspection or pursue issue outside of toy 4. CUSTOMER SATISFIED: Unknown 5. ROOT CAUSE: Product; Abnormal Condition; Engine- Powertrain; Driving Response *** SUBCASE 200901270544-1 CLOSED 01/28/2009 12:31:06 PM NTorres			

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

TOY-RQ-05D-00000508

[redacted] CORRESONDENCE

TOY-RQ-05D-00000509

[redacted]

CENTRAL AREA

TOY-RQ-05D-00000510

RECEIVED
JUN 03 2009
LEGAL DEPT.

RECEIVED
APR 14 2009 REC'D
EXECUTIVE OFFICES

April 10, 2009

CERTIFIED MAIL
RETURN RECEIPT REQUIRED

Mr. Yukitoshi Funo
Chairman and CEO
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90509

RE: 2007 Lexus ES350
VIN JTHBJ46G072[redacted]
Date of Incident – February 3, 2009

Dear Mr. Funo,

The purpose of this letter is to express my deep concern over the safety of the model year 2007 Lexus ES350 vehicle. On February 3, 2009 I experienced uncontrollable acceleration with this vehicle that placed me in an extremely dangerous situation. The incident occurred on an interstate highway causing my speed to increase from 60-65 MPH to over 80 MPH. This lasted for approximately 1 ½-2 miles before I was able to regain control of the vehicle.

During the incident, I knew I had an open throttle and took various actions to release it including pumping the accelerator pedal and pulling up on it from the underside with my right foot. This action on my part did nothing to stop this uncontrollable acceleration. If a car floor mat had been causing interference with the accelerator pedal, this action on my part would have eliminated both the interference and the uncontrollable acceleration.

In addition, the brake pads and rotors were subjected to overheating and require replacement due to the sustained extreme pressure I exerted on the brakes while trying to regain control of the vehicle. It is completely inconceivable that a car floor mat could cause a level of acceleration that would prevent the vehicle from responding to the braking pressure I exerted.

Attached are Exhibits A and B that document my previous statements to your Lexus Division.

Toyota has touted. "... the Lexus marque soon became associated with quality, luxury and superior customer satisfaction." Various promotional materials reference the Lexus name as "... synonymous with innovative engineering, uncompromising quality and a superior customer service experience."

The Lexus Covenant on your web site provides "Lexus will treat each customer as we would a guest in our home." Further elaboration on this point continues,

"We vow to value the customer as an important individual; to do things right the first time; and to always exceed expectations. We brought together these principles in the Lexus Covenant, which inspires our dealers and associates to treat customers as they would treat guests and to go to any lengths to serve them better."

Reflecting on my past experiences with the Lexus brand, I have found the treatment I have received to be indicative of an unfulfilled promise. Reality falls far short of your professed dedication to a superior customer service experience, to value the customer as an important individual and to always exceed expectations.

My personal experiences included a pattern of (1) dealership service visits that were not documented and (2) poor communication channels with customers on safety issues. The first bears directly on warranty and Lemon Law issues. The latter includes misrepresentations made to me by the same Lexus associates that would treat me as a guest and go to any lengths to serve me better. Responses by the Lexus Division to my inquiries were closely controlled by your legal department as I tried to obtain an explanation of what caused my uncontrollable acceleration. From my perspective there was no apparent concern to the safety issues I raised.

Attached are Exhibits C and D that document responses from the Lexus Division to my statements. Their findings were that the floor mat was the cause of the problem notwithstanding the actions I referenced above – pulling up on the accelerator pedal from the underside with my right foot.

I find the conduct displayed by the Lexus Division dishonorable - blaming the car owner for the problem when they are unable and/or unwilling to investigate and explain the problem.

Following is a list of several safety issues I previously raised that have not been addressed.

1. Uncontrollable acceleration was not mitigated by pumping the accelerator pedal and pulling up on it from the underside with my right foot. As I have indicated earlier this would have eliminated both the interference and the

uncontrollable acceleration had a car floor mat been the root cause.

Issue # 1 Inquiry

Please provide an explanation of the decision reached by Lexus Division that car floor mats caused this uncontrollable acceleration given the actions I took to dislodge the open throttle.

2. The acceleration was due to an open electronic throttle which the sensors on the accelerator pedal apparently failed to detect. There was no pressure on the accelerator pedal but the throttle continued to remain in an open position.

Issue # 2 Inquiry

Innovative technology and safety are consistently the message put forth by Lexus in their promotional materials. Please provide an explanation of any Diagnostic Test Codes (DTCs) that are in response to sensor measurements of direct pressure on the accelerator pedal.

3. The sensors on the accelerator pedal are not "synced" to the sensors on the brake pedal. The sensors on the break pedal should override the electronic throttle position whenever there is extreme and sustaining pressure on the brake pedal as was the case in this incident. Contradictory sensor data (i.e., open throttle and sustained extreme brake pressure) should error on the side of caution and safety.

Issue # 3 Inquiry

Please provide an explanation of any DTCs that would utilize this contradictory sensor data and override the electronic throttle position.

4. After placing the transmission in "Neutral", I was unable to stop the engine by depressing the Start/Stop push button engine switch. The ability to stop an engine in "Neutral" as it exists with a typical key type engine ignition switch simply does not exist in this vehicle.

Issue # 4 Inquiry

Please provide an explanation of any safe manner in which to stop the engine in "Neutral" as none are referenced within the 2007 Lexus ES350 Owner's Manual.

I await your response to these important safety issues.

Sincerely,

[redacted]

Enclosures

Previously sent to Lexus Customer Satisfaction
CERTIFIED MAIL, RETURN RECEIPT REQUIRED

NOTE - The following information is provided to supplement the details of an incident involving uncontrollable acceleration previously reported to Shana McClendon, Case Manager at Lexus Headquarters on February 5, 2009 at approximately 9:35 AM .

Vehicle Description: **2007 Lexus 350**
VIN: **JTHBJ46G072**[redacted]

Owner: [redacted]
Address:
Plymouth, MN [redacted]

Cell Phone: [redacted]
Email address:

Tuesday February 3, 2009

Driving home from work, heading north on Interstate 494 in the middle lane just south of Highway 7, I experienced a sudden uncontrollable surge in acceleration causing my speed to increase from 60-65 MPH to over 80 MPH. Immediately I began to brake hard as I was rapidly approaching traffic just ahead of me. Fortunately the inside left lane was unoccupied and I was able to make an immediate lane change.

Initially I depressed the brake pedal as hard as I could using both feet but only managed to slow the vehicle to 40-45 MPH. With my speed reduced, I alternated between pumping the accelerator pedal and pulling up on it from the underside with my right foot as it became clear that the throttle was stuck in an open position. The vehicle continued to speed back up over 65 MPH with less pressure on the brake pedal. With no place to go and traffic just ahead of me, I moved over to the left shoulder next to the center barrier and continued to try to release the open throttle. There were clouds of smoke around the vehicle and the smell of burning materials from the overheating brakes. I was able to get the vehicle slowed down to about 25-30 MPH and at that time shifted into "Neutral" and depressed the start/stop push button a number of times hoping to stop the engine but nothing happened. Instead the RPMs moved up into the redline range on the tachometer. I quickly shifted back into "Drive"; the vehicle jolted and rapidly accelerated to 60+ MPH.

The brakes were fading quickly from the continued usage and I was certain that I would need to shift back into neutral and let the engine blow up to stop the vehicle. Suddenly the acceleration surge stopped and I was able to bring the vehicle to a stop – about one and a half to two miles from where I had started. I quickly shifted into "Park" and depressed the start/stop push button to turn off the engine. The vehicle seemed to "shutter" as I did so.

I sat for a few minutes to regain my composure and decided to drive directly to your Lexus dealership a short distance away. Upon starting the car, I kept the vehicle in "Park" waiting to see if the engine would begin to race. I finally pulled out when there was not a car in sight and moved over to the right lane driving about 45 MPH to the exit; I was fully prepared to shift into "Neutral" if the acceleration repeated. I arrived at Lexus of Wayzata at about 6:10 PM.

Previously sent to Lexus Customer Satisfaction
CERTIFIED MAIL, RETURN RECEIPT REQUIRED

Thursday February 5, 2009

I had a scheduled meeting with Todd Randall, the Service Manager and with Duane, one of their specially trained diagnostic technicians at 7:30 AM.

Todd explained how the process could/would proceed and suggested I contact Lexus of North America to register my incident with them also. I explained to them what had occurred, my reservations of driving this vehicle in the future and agreed to provide them with a written account of the incident. I further explained my further research of this problem on the NHTSA website and indicated that this was not a car mat problem as Lexus had characterized all these other incidents – even ones where there were no car mats in the vehicle.

I strongly stated that what occurred was not the result of car mat interference as I was able to place my foot under the accelerator pedal and pull up; this action on my part did nothing to stop this uncontrollable acceleration.

Using the contact number provided by Todd (800)-255-3987, I called Lexus of North America at about 9:35AM and spoke with a Shana McClendon, a Case Manager at their headquarters. I shared the details of the incident with her in the same manner as done with Todd Randall.

Previously sent to Lexus Customer Satisfaction
CERTIFIED MAIL, RETURN RECEIPT REQUIRED

NOTE - The following information is provided to supplement the details of an incident involving uncontrollable acceleration on Tuesday, February 3 previously reported to Shana McClendon, Case Manager at Lexus Headquarters on February 5, 2009 at approximately 9:35 AM .

Vehicle Description: **2007 Lexus 350**
VIN: **JTHBJ46G072**[redacted]

Owner: [redacted]
Address:
Plymouth, MN [redacted]

Cell Phone: [redacted]
Email address:

Monday, February 9, 2009

I spoke with Todd Randall, the Service Manager at Lexus of Wayzata, this morning. He called to indicate that their diagnostic testing found no mechanical problems with the vehicle. I inquired as to what was actually tested by the diagnostics but he was unable to provide me with any specific information. This finding by the dealership is directly related to what the diagnostics actually test as well as to what they do no test. Until this can be determined and analyzed, these findings must be deemed to be inconclusive. Todd also indicated that this extreme braking led to overheated rotors and brake pads that now require replacement.

As referenced in my earlier statement, I experienced uncontrollable acceleration that placed me in an extremely dangerous situation. This occurrence was not the result of car mat interference as I was able to place my foot under the accelerator pedal and pull up; this action on my part did nothing to stop this uncontrollable acceleration. If a car mat had been causing interference with the accelerator pedal this action on my part would have eliminated both the interference and the uncontrollable acceleration.

There are at least three safety deficiencies that need to be addressed by Lexus:

1. The acceleration was due to an open electronic throttle which the sensors on the accelerator pedal apparently failed to detect. There was no pressure on the accelerator pedal but the throttle continued to remain in an open position.

2. The sensors on the accelerator pedal are not synced to the sensors on the brake pedal if the latter in fact exist. The sensors on the break pedal should override the electronic throttle position whenever there is extreme and sustaining pressure on the brake pedal as was the case in this incident. Contradictory sensor data (i.e., open throttle and sustained extreme brake pressure) should error on the side of caution and safety. If no sensors in fact exist on the brake pedal, this would be a significant contributing factor to this safety deficiency.

3. After placing the transmission in "Neutral", I was unable to stop the engine by depressing the Start/Stop push button engine switch. The ability to stop an engine in "Neutral" as it exists with a typical key type engine ignition switch simply does not exist in this vehicle.

Previously sent to Lexus Customer Satisfaction
CERTIFIED MAIL, RETURN RECEIPT REQUIRED

When I purchased this vehicle, I expected to acquire an automobile that was properly constructed, designed and regulated to provide reasonably safe, trouble-free and dependable transportation. As evident from above, I have strong feelings about the design and reasonable safety of this vehicle. I was held captive in a "run-away" vehicle that would not stop until after approximately 1 1/2 -2 miles of hard braking, a vehicle that I could not stop by simply turning off the engine ignition. My safety concerns prevent me from driving this vehicle again. Asking me to drive a vehicle that jeopardizes my or my family's life as well as endanger others on the road I find to be unconscionable. Consequently I am asking Lexus to refund my purchase price.

TOYOTA

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

February 26, 2009

[redacted]
Plymouth, MN [redacted]

RE: **Vehicle:** **2007 ES350**
VIN: **JTHBJ46G072[redacted]**
Date of Incident: **February 2, 2009**

Dear Mr. [redacted]

This letter is in response to your recent communication with our Lexus Customer Satisfaction Department in regards to the above referenced incident. It is our understanding that you reported the accelerator sticking and the vehicle would not stop.

Your vehicle was inspected by one of our Field Technical Specialists on February 18, 2009 at Lexus of Wayzata in regards to the above referenced incident. During the inspection, the vehicle was test driven and performed correctly at all times. In addition, both stall tests and brake tests were performed and no defects were found.

In order for this incident to have occurred as a result of unintended acceleration 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 this 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.

[redacted]
Aliene Paboojian
Sr. Legal Assistant

EXHIBIT C

TOYOTA

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

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

March 10, 2009

[redacted]
PLYMOUTH MN [redacted]

Re: Date of Loss: February 2, 2009
Vehicle: 2007 Lexus ES 350
VIN: JTHBJ46G072[redacted]

Dear Mr. [redacted]

This letter is in response to your communication with Lexus Customer Satisfaction. Toyota Motor Sales, USA, Inc. ("TMS") has reviewed your claim and conducted a technical inspection of your vehicle.

You reported that while driving the vehicle on the interstate it accelerated on its own and you were unable to stop it for nearly two miles when it finally slowed after a concerted effort on your part. You believe that this was due to a defect in your vehicle.

The inspection of your vehicle revealed no evidence of any vehicle defects or malfunction. The throttle assembly and accelerator pedal were operating as designed, with no binding or sticking of any of the components. The brakes showed signs of excessive wear which is consistent with what you described happened to you.

The inspection also revealed that the floor mat was in a position where it could interfere with the operation and travel of the accelerator pedal. When the vehicle was taken in to the dealership, the floor mat retaining clips were not properly secured which allowed the floor mat to move out of position. While we understand that you feel the floor mat was not the problem, the evidence revealed during our inspection showed otherwise.

We are very sorry about to learn of this unfortunate incident, however, our inspection of your vehicle found that the incident was not due to any sort of manufacturing or design defect, and we are unable to offer additional assistance.

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

Very truly yours,

[redacted]
Troy H. Higa
Claims Administrator

EXHIBIT D

7008 3230 0001 7757 0833

UNITED STATES POSTAL SERVICE

0000

90509

PLYMOUTH,MN [redacted]
APR 10, '09
AMOUNT
$6.07
00076546-07

YUKITOSHI FUNO
Route: HQ
Location: HQ34
04/14/09 09:17
1 of 1
041416091734

FROM: [redacted]
PLYMOUTH, MN [redacted]

TO: MR. YUKITOSHI FUNO
CHAIRMAN AND CEO
TOYOTA MOTOR SALES, U.S.A., INC.
19001 SOUTH WESTERN AVENUE
TORRANCE, CA 90509

RECEIVED
APR 14 2009
EXEC

TOY-RQ-05D-00000521

Case Activity Report

Case # : 0903101094 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 03/09/2009 14:34:06

Case Title : ; ; ;

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBJ46G072[redacted]
MODEL YR. :	2007
MODEL :	ES 350
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	62201 LEXUS OF WAYZATA
DOFU :	06/27/2007
CURRENT MONTHS :	20
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	In Progress
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	FRIEDBA
CREATED DATE :	03/03/2009 12:26:44
CREATED BY :	JUAREZC
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	
CLOSED BY :	
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	62201 LEXUS OF WAYZATA
REGION CODE - NAME :	32 - Central Area
DISTRICT :	04
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

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

TOY-RQ-05D-00000522

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/03/2009 12:15:32 / Call - Inbound	Done	JUAREZC / Southern Rep	200902100192 - Cust req to spk with AFriedberg. LCS apol and adv AFriedberg is not avail. Cust sts has been working with AFriedberg regarding cust concerns. Cust sts was promised two letters. Cust sts was adv by AFriedberg the letter would be sent via email on 2/19/09. Cust sts never rcvd the ltr and c/b and spk to JNottingham. Cust sts was adv would rcv the letter on 2/20/2009. Cust sts on 2/26/09 rcv a letter. Cust sts still has not rcvd the ltr from the FTS regarding inspection results. LCS apol and adv will forward to dept specialist. Cust thanked.	
03/04/2009 16:55:20 / Letter - Inbound	Done	FRIEDBA / Central Rep	Attached cust supporting ltr to case.	
03/06/2009 13:09:41 / Call - Inbound	Done	FRIEDBA / Central Rep	Cust requests to speak with AFriedberg. LCS apol and adv dept specialist unavail. Cust became very upset and stated he was promised multiple times that he would receive a return call, but no one has contacted him. LCS apol and adv he are doing everything we can to draft the requested correspondence. We have to first obtain the report from the FTS then draft an official response from Lexus that details the results of his inspection. LCS adv this is a lengthy process, however his concern is being treated as a priority. Cust then requests the name of the person who will be drafting the letter, the FTS name, HR personnel name, and the CEO of Lexus. LCS apol and adv I do not have this info to provide him. Cust requests the name of the highest person within the organization. LCS adv cust he may write to Mr. Templin and provided corporate address. Cust sts he demands a return call on Mon from his dept specialist. If specialist cannot call cust on Mon, he would like a supervisor to return his call.	
03/09/2009 13:06:29 / Call - Outbound	Done	FRIEDBA / Central Rep	I called & contacted Ahorstman from the central area office who advd me that Carole Hargrave is drafting the letter for the customer. Ashley adv me that she has contact the Carole but has not gotten any feedback.	
03/09/2009 13:06:48 / Call - Outbound	Done	FRIEDBA / Central Rep	I called & spk to Carole Hargrave in legal who adv me that she rcvd Ashley Hortsman request for a denial letter w/ information discussing the FTS inspection for the customer on 2/24/09. Carole apol & adv me that she has been out of the office & that she will work on the letter & get it to the customer w/in the next week.	

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TOY-RQ-05D-00000523

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/09/2009 13:12:18 / Call - Outbound	Done	FRIEDBA / Central Rep	I called the customer @ [redacted] & adv to the customer that I apol for the delay, I adv to the customer that our legal team is currently reviewing his concerns & drafting the customer a letter w/ the FTS inspection notes. I apol that this has taken awhile for the customer to rcvd this letter. Cllr fls that Lexus has not done anything in reviewing the customers concern. Cllr demands to spk w/ a Sup, I adv to the customer that the sup will reiterate the same information concerning the letter that is getting drafted by our legal team. Cllr sts expects a call back from a supervisor today, I adv at least 1 b/d.	
03/09/2009 13:12:45 / Call - Inbound	Assigned	NEUMANE / Central Supervisor	sending escalation to Eneuman	

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TOY-RQ-05D-00000524

Archive Case Report - 200902050122

Customer/Caller Summary:

Customer Name/Address: [redacted]
PLYMOUTH, MN

Caller Phone: [redacted]
Caller Alt. Phone:

Case Summary:

Case Title:	PRODUCT; ABNORMAL CONDITION; GAS PEDAL/LINKAGE- ENGINE; OTHER-PLEASE SPECIFY
Case Type:	GENERAL
Contact Method:	PHONE
Cust Attitude:	PLEASE SPECIFY
Coding Type:	COMPLAINT
Category:	PRODUCT
Problem Area:	ABNORMAL CONDITION
Component:	GAS PEDAL/LINKAGE- ENGINE
Condition:	OTHER-PLEASE SPECIFY
VIN:	JTHBJ46G072[redacted]
Dofu:	06/27/2007
Current Miles:	19000
Incident Miles:	0
Model Year:	2007
Model Name:	ES 350
Region:	Central
District:	04
Dealer 1:	Lexus Of Wayzata, 62201
Selling Dealer:	Lexus Of Wayzata, 62201

Case History:

Caller Seeks: TO DOC HIS ISSUE WITH LEXUS PER RECOMMENDATION OF THE DLR.
CAC Stated: APOL AND ADV CUST THAT THE CNCRN HAS BEEN DOC FOR LEXUS HQ / MGMT VISIBILITY

*** PHONE LOG 02/05/2009 07:57:35 AM SMcClendon
Cust sts that he was driving home a few days ago, 2/3. Cust sts he experienced acceleration and as he tried to brake nothing would happen. Cust sts that he got the veh to slow down. Cust sts he pulled up on the pedal from under it and when he relieved the brake the veh sped up again. Cust sts he got to the left lane and pulled into the left shoulder. Cust sts he shifted in neutral and depressed the start/stop button. Cust sts that as he was in neutral the RPMS went to the read line and put the veh in drive. Cust sts the veh accelerated again. Cust sts that he pulled up on the accelerator again it released the throttle. Cust sts he brought the veh to a stop and the brakes wore along with smoke behind the veh. Cust sts that he turned off the veh. Cust sts he should have had the dlr pick up the veh, but he moved to the right lane to drive the veh to dlr. Cust sts that he took the veh to the dlr and the SM, Todd Randall, adv that he contact the HQ office. Cust sts there were no injuries or an accidents. Cust sts he can email this info to our office.

*** PHONE LOG 02/05/2009 07:57:40 AM SMcClendon Action Type: Incoming call
Apol to cust for issue. Cust sts the dlr is diagnosing the veh, but he asked them not to make any rprs as of yet. Cust sts he has reservations about the safety of the veh. Cust sts that he brought the veh to the dlr for a hesitation issue in the veh. Cust sts he went online and found that there has been a recall for the floor mat. Cust sts he does not have the all-weather floor mat. Cust sts depending upon the diag of the dlr he would like Lexus to resolve the issue. Cust sts he doesn?t know the level of involvement of Lexus at this time. Cust req email to send attachment. Apol and adv cust that the email correspondence would be initiated via Lexus.com and there is not a way to attach a doc to the email. Cust req to know if he can email a rep and have the file attached apol and adv cust that to email Lexus he must do so via the website. Adv cust that I will doc his issue. Cust sks no further asstnc at this time.

*** PHONE LOG 02/05/2009 07:58:18 AM SMcClendon Action Type: Outgoing call
Clld cust at [redacted] Adv cust that our website does facilitate attachments and he can attach his doc to the email sent via Lexus.com. Cust thanked LCS for call back.

*** CASE CLOSE 02/05/2009 07:58:37 AM SMcClendon
Apol and adv cust that the cncrn has been doc for Lexus HQ / mgmt visibility.

*** NOTES 02/09/2009 03:38:32 PM JBlackburn
Cust called and sts that he would like an email address to send a doc. Cust sts that he is not able to attach his doc on the Lexus website. Apol to cust and adv that we cannot give out internal email addresses. Cust sts that he would like to speak with sup. Apol and adv cust that I spoke with sup about email address and this cannot be given out. Cust sts that he will call to speak with someone else in the office. Thanked cust for calling.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
RULE ACTION	02/09/2009 15:38:34	RULEMGR	Action Send notify of rule Lexus Notify Non Owner fired
NOTES PHONE	02/09/2009 15:38:32	JBLACKBURN	Log notes. Customer
CLOSE	02/05/2009 07:58:37	SMCCLENDON	Status = Closed, Resolution Code = Full, State = Open.
MODIFY	02/05/2009 07:58:23	SMCCLENDON	into WIP default and Status of Action CAC.
PHONE LOG	02/05/2009 07:58:18	SMCCLENDON	Start = 02/05/2009 07:57:41 AM, End = 02/05/2009 07:58:18 AM, Contact = [redacted]
PHONE LOG	02/05/2009 07:57:40	SMCCLENDON	Start = 02/05/2009 07:57:37 AM, End = 02/05/2009 07:57:40 AM, Contact = [redacted]
MODIFY	02/05/2009 07:57:35	SMCCLENDON	into WIP default and Status of Action CAC.
PHONE LOG	02/05/2009 07:57:35	SMCCLENDON	Start = 02/05/2009 07:34:50 AM, End = 02/05/2009 07:57:35 AM, Contact = [redacted]
CREATE	02/05/2009 07:57:34	SMCCLENDON	Contact = [redacted], Priority = Customer, Status = Action CAC.

Archive Case Report - 200902100192

Customer/Caller Summary:

Customer Name/Address: [redacted]
PLYMOUTH, MN [redacted]

Caller Phone: [redacted]
Caller Alt. Phone:

Case Summary:

Case Title:	PRODUCT;ABNORMAL CONDITION;DRIVEABILITY;DRIVING RESPONSE
Case Type:	GENERAL
Contact Method:	CALL - INBOUND
Cust Attitude:	??
Coding Type:	COMPLAINT
Category:	PRODUCT
Problem Area:	ABNORMAL CONDITION
Component:	DRIVEABILITY
Condition:	DRIVING RESPONSE
VIN:	JTHBJ46G072[redacted]
Dofu:	06/27/2007
Current Miles:	0
Incident Miles:	0
Model Year:	2007
Model Name:	ES 350
Region:	Central
District:	04
Dealer 1:	Lexus Of Wayzata, 62201
Selling Dealer:	Lexus Of Wayzata, 62201

Case History:

Caller Seeks:
CAC Stated:

Cust sent letter requesting vehicle repurchase due to unintended acceleration of his vehicle. Cust fls there are 3 safety deficiencies that Lexus should address: 1) acceleration due to open electronic throttle which sensors failed to detect. 2) Sensors in pedal are not linked w/ those in brake pedal. Cust fls brake pedal should override accelerator, 3) cust unable to turn off engine after shifting to neutral. Cust states it took 1 1/2 miles of hard braking to stop his veh and his concern for safety prevents him from driving veh again.Letter - InboundCustomer

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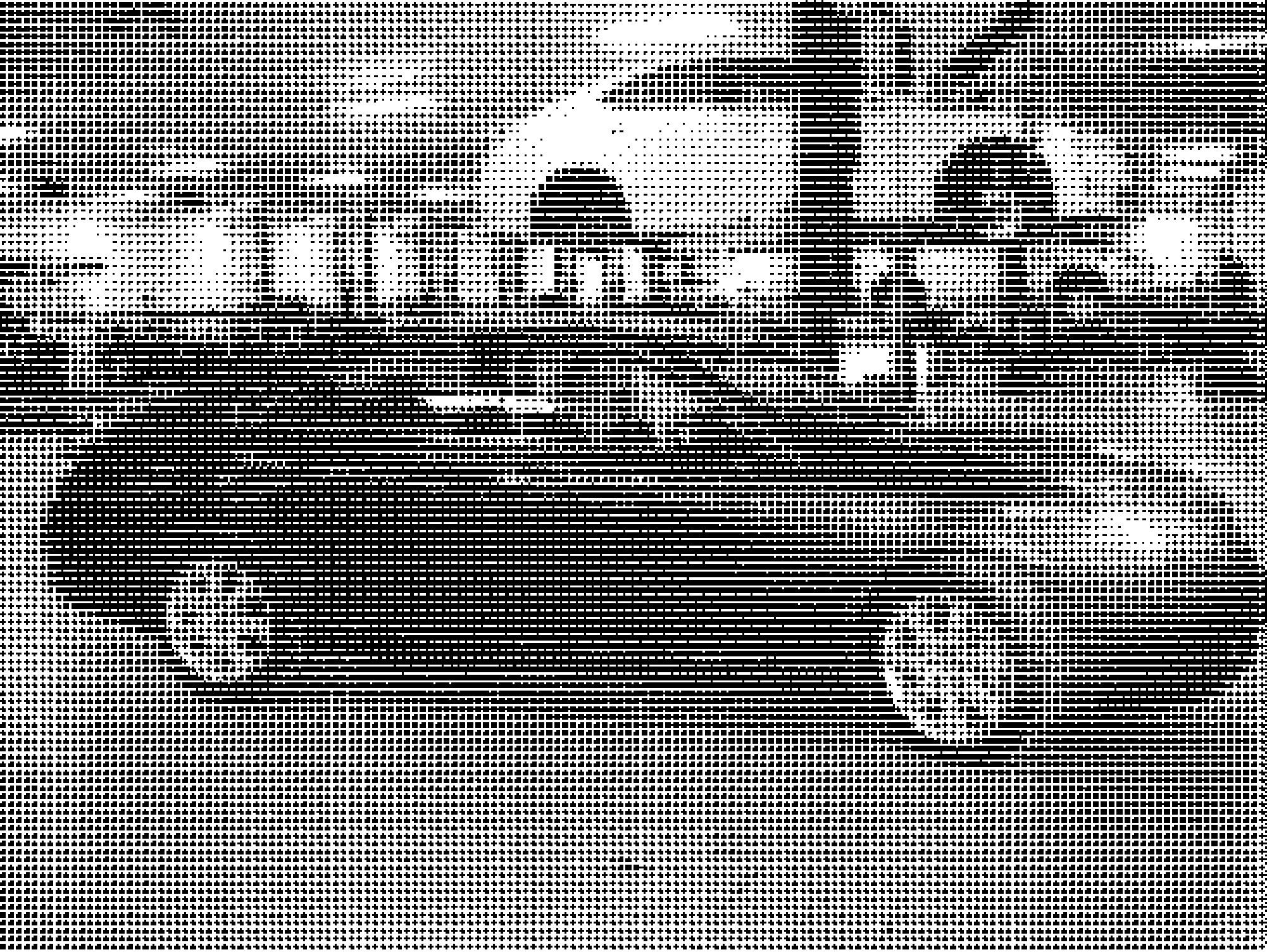
Activity Summary:

Activity	Date/Time	Originator	Additional Information
PHONE LOG	02/13/2009 08:33:34	AFRIEDBERG	Start = 02/13/2009 08:32:22 AM, End = 02/13/2009 08:33:34 AM, Contact = [redacted]
MODIFY	02/13/2009 08:28:21	AFRIEDBERG	into WIP default and Status of Action CAC.
ADMIN SUBCASE	02/13/2009 07:25:35	AFRIEDBERG	Number = 200902100192-1, Created in WIP default with due date 02/28/2009 07:25:31 AM..
RULE ACTION	02/13/2009 07:25:16	RULEMGR	Action Send Notify of rule Lexus Notify Case Grabbed fired
SET ORIGINATO	02/13/2009 07:25:11	AFRIEDBERG	Set Originator: by AFriedberg
YANKED	02/13/2009 07:25:10	AFRIEDBERG	Case grabbed from SMcClendon to AFriedberg's default WipBin.
RULE ACTION	02/12/2009 14:35:40	RULEMGR	Action Send notify of rule Lexus Notify Non Owner fired
PHONE LOG	02/12/2009 14:35:39	AFRIEDBERG	Start = 02/12/2009 02:31:51 PM, End = 02/12/2009 02:35:39 PM, Contact = [redacted]

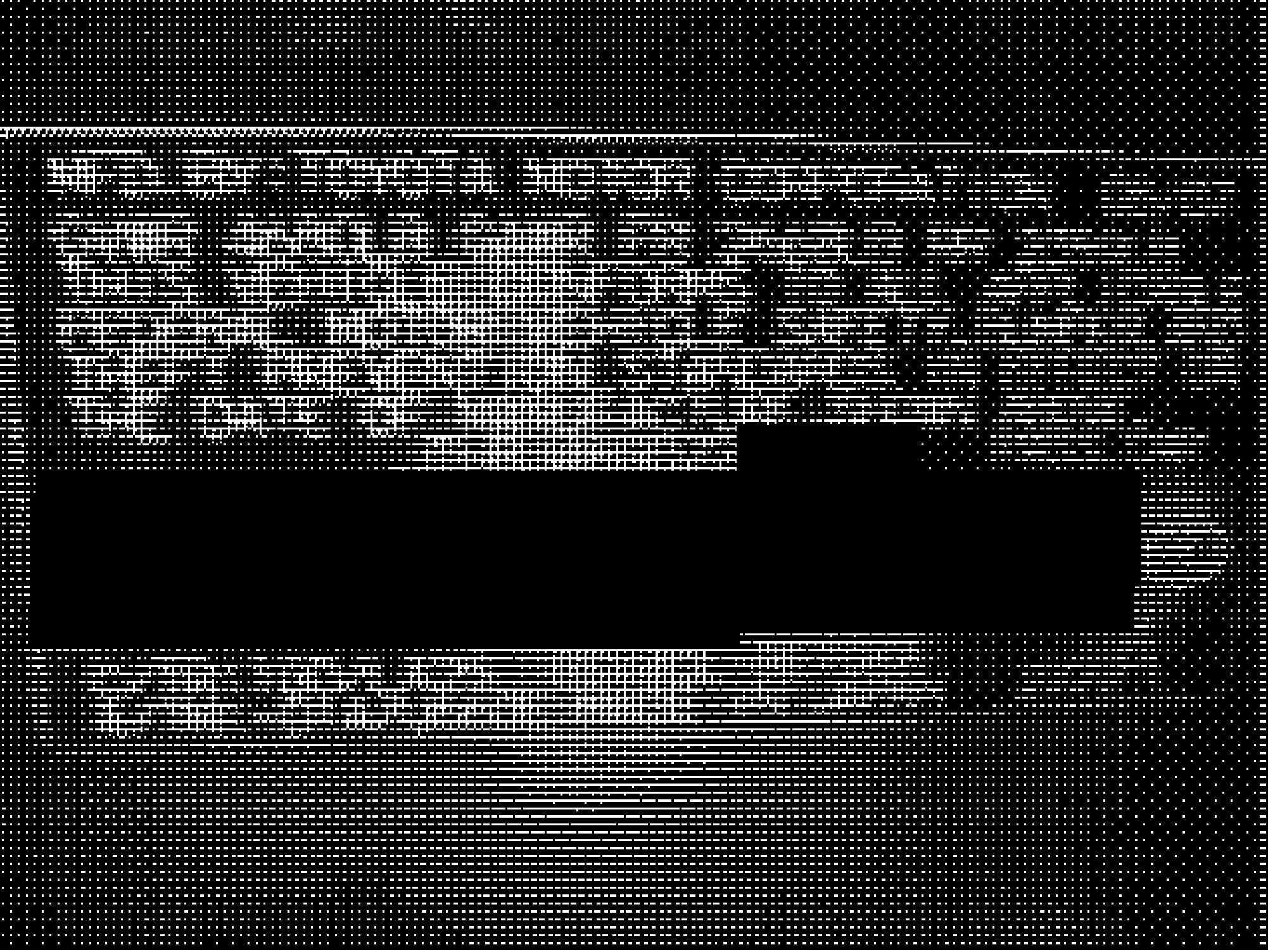
RULE ACTION	02/12/2009 14:31:53	RULEMGR	Action Send notify of rule Lexus Notify Non Owner fired
NOTES PHONE	02/12/2009 14:31:42	AFRIEDBERG	Log notes. Customer
RULE ACTION	02/10/2009 10:02:15	RULEMGR	Action Send notify of rule Lexus Notify Non Owner fired
NOTES PHONE	02/10/2009 10:02:05	AFRIEDBERG	Log notes. Customer
DISPATCH	02/10/2009 08:50:35	SMCCLENDON	from WIP default to Queue MCM Central Follow-up.
NOTES PHONE	02/10/2009 08:48:57	SMCCLENDON	Log notes. Customer
MODIFY	02/10/2009 08:48:17	SMCCLENDON	into WIP default and Status of Action CAC.
PHONE LOG	02/10/2009 08:48:17	SMCCLENDON	Start = 02/10/2009 08:43:10 AM, End = 02/10/2009 08:48:17 AM, Contact = [redacted]
CREATE	02/10/2009 08:48:16	SMCCLENDON	Contact = [redacted] Priority = Customer, Status = Action CAC.



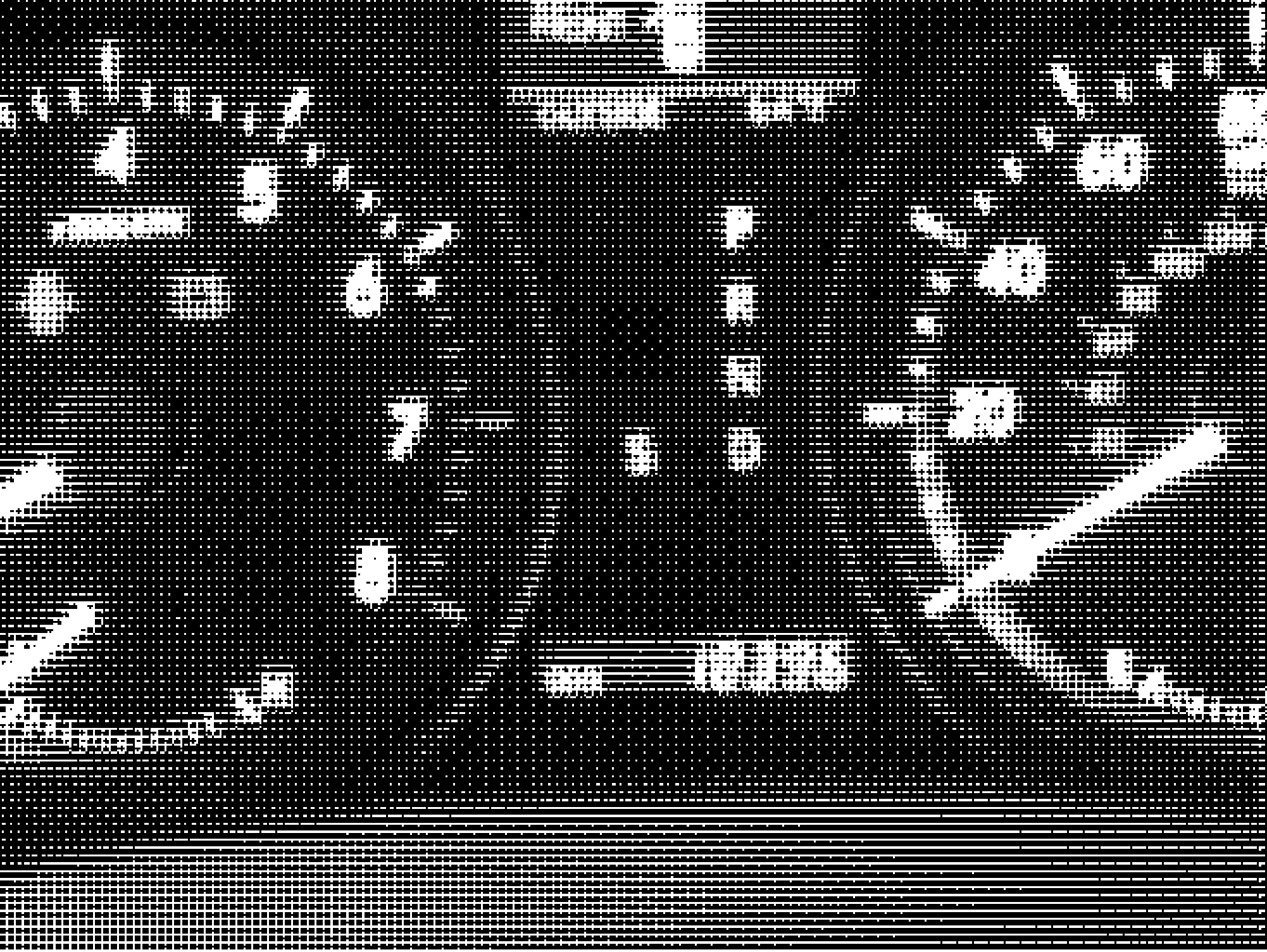
TOY-RQ-05D-00000530

TOY-RQ-05D-00000531

TOY-RQ-05D-00000533



TOY-RQ-05D-00000539



TOYOTA

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

February 26, 2009

[redacted]
Plymouth, MN [redacted]

RE: **Vehicle:** **2007 ES350**
VIN: **JTHBJ46G072[redacted]**
Date of Incident: **February 2, 2009**

Dear Mr.[redacted]

This letter is in response to your recent communication with our Lexus Customer Satisfaction Department in regards to the above referenced incident. It is our understanding that you reported the accelerator sticking and the vehicle would not stop.

Your vehicle was inspected by one of our Field Technical Specialists on February 18, 2009 at Lexus of Wayzata in regards to the above referenced incident. During the inspection, the vehicle was test driven and performed correctly at all times. In addition, both stall tests and brake tests were performed and no defects were found.

In order for this incident to have occurred as a result of unintended acceleration 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 this 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.

[redacted]
Aliene Paboojian
Sr. Legal Assistant

TOYOTA

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

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

March 10, 2009

[redacted]
PLYMOUTH MN [redacted]

Re: Date of Loss: February 2, 2009
Vehicle: 2007 Lexus ES 350
VIN: JTHBJ46G072[redacted]

Dear Mr. [redacted]

This letter is in response to your communication with Lexus Customer Satisfaction. Toyota Motor Sales, USA, Inc. ("TMS") has reviewed your claim and conducted a technical inspection of your vehicle.

You reported that while driving the vehicle on the interstate it accelerated on its own and you were unable to stop it for nearly two miles when it finally slowed after a concerted effort on your part. You believe that this was due to a defect in your vehicle.

The inspection of your vehicle revealed no evidence of any vehicle defects or malfunction. The throttle assembly and accelerator pedal were operating as designed, with no binding or sticking of any of the components. The brakes showed signs of excessive wear which is consistent with what you described happened to you.

The inspection also revealed that the floor mat was in a position where it could interfere with the operation and travel of the accelerator pedal. When the vehicle was taken in to the dealership, the floor mat retaining clips were not properly secured which allowed the floor mat to move out of position. While we understand that you feel the floor mat was not the problem, the evidence revealed during our inspection showed otherwise.

We are very sorry about to learn of this unfortunate incident, however, our inspection of your vehicle found that the incident was not due to any sort of manufacturing or design defect, and we are unable to offer additional assistance.

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

Very truly yours,

[redacted]
Troy H. Higa
Claims Administrator

NOTE - The following information is provided to supplement the details of an incident involving uncontrollable acceleration previously reported to Shana McClendon, Case Manager at Lexus Headquarters on February 5, 2009 at approximately 9:35 AM .

Vehicle Description: **2007 Lexus 350**
VIN: **JTHBJ46G072[redacted]**

Owner: [redacted]
Address:
Plymouth, MN [redacted]

Cell Phone: [redacted]
Email address:

Tuesday February 3, 2009

Driving home from work, heading north on Interstate 494 in the middle lane just south of Highway 7, I experienced a sudden uncontrollable surge in acceleration causing my speed to increase from 60-65 MPH to over 80 MPH. Immediately I began to brake hard as I was rapidly approaching traffic just ahead of me. Fortunately the inside left lane was unoccupied and I was able to make an immediate lane change.

Initially I depressed the brake pedal as hard as I could using both feet but only managed to slow the vehicle to 40-45 MPH. With my speed reduced, I alternated between pumping the accelerator pedal and pulling up on it from the underside with my right foot as it became clear that the throttle was stuck in an open position. The vehicle continued to speed back up over 65 MPH with less pressure on the brake pedal. With no place to go and traffic just ahead of me, I moved over to the left shoulder next to the center barrier and continued to try to release the open throttle. There were clouds of smoke around the vehicle and the smell of burning materials from the overheating brakes. I was able to get the vehicle slowed down to about 25-30 MPH and at that time shifted into "Neutral" and depressed the start/stop push button a number of times hoping to stop the engine but nothing happened. Instead the RPMs moved up into the redline range on the tachometer. I quickly shifted back into "Drive"; the vehicle jolted and rapidly accelerated to 60+ MPH.

The brakes were fading quickly from the continued usage and I was certain that I would need to shift back into neutral and let the engine blow up to stop the vehicle. Suddenly the acceleration surge stopped and I was able to bring the vehicle to a stop – about one and a half to two miles from where I had started. I quickly shifted into "Park" and depressed the start/stop push button to turn off the engine. The vehicle seemed to "shutter" as I did so.

I sat for a few minutes to regain my composure and decided to drive directly to your Lexus dealership a short distance away. Upon starting the car, I kept the vehicle in "Park" waiting to see if the engine would begin to race. I finally pulled out when there was not a car in sight and moved over to the right lane driving about 45 MPH to the exit; I was fully prepared to shift into "Neutral" if the acceleration repeated. I arrived at Lexus of Wayzata at about 6:10 PM.

Thursday February 5, 2009

I had a scheduled meeting with Todd Randall, the Service Manager and with Duane, one of their specially trained diagnostic technicians at 7:30 AM.

Todd explained how the process could/would proceed and suggested I contact Lexus of North America to register my incident with them also. I explained to them what had occurred, my reservations of driving this vehicle in the future and agreed to provide them with a written account of the incident. I further explained my further research of this problem on the NHTSA website and indicated that this was not a car mat problem as Lexus had characterized all these other incidents – even ones where there were no car mats in the vehicle.

I strongly stated that what occurred was not the result of car mat interference as I was able to place my foot under the accelerator pedal and pull up; this action on my part did nothing to stop this uncontrollable acceleration.

Using the contact number provided by Todd (800)-255-3987, I called Lexus of North America at about 9:35AM and spoke with a Shana McClendon, a Case Manager at their headquarters. I shared the details of the incident with her in the same manner as done with Todd Randall.

LEXUS
PURSUIT OF PERFECTION

Customer Profile

Tuesday March 10, 2009 Logout

TOYOTA | SCION | LEXUS

GET CUSTOMER INFO:

Customer ID:	
First Name:	MI:
Last Name:	
Phone:	
Email:	
Organization:	
Address:	
City:	
State:	Zip:
VIN:	JTHBJ46G072[redacted]

Clear Submit

<< Back to Search Results List

CUSTOMER INFORMATION

[redacted]
[redacted]
PLYMOUTH, MN [redacted]

Update Customer Info

Primary: [redacted]
Alternate:
Email:

Last Update: 02/05/2009, CLARIFY(CLARIFY)

VEHICLE

Customer Role:	OWNER
VIN:	JTHBJ46G072[redacted]
Year/Make/Model:	2007 LEXUS ES 350 (9000)
Original Selling Dealer:	LEXUS OF WAYZATA (62201)
Preferred Dealer:	

Update Preferred Dealer

HOUSEHOLD

VEHICLE INFORMATION | **HOUSEHOLD INFORMATION**

Print Options

Expand All Collapse All

VEHICLE DETAILS

Product: 2007 LEXUS ES 350 (9000)
VIN: JTHBJ46G072[redacted]
Original Selling Dealer: LEXUS OF WAYZATA (62201)

DOFU: 06/27/2007
Built Date: 05/16/2007
Transmission Type: 6ECTI
Engine Type: 2GR
Model Description: ES 350 4-DOOR SEDAN

Factory Key Code
Exterior Color: SMOKY GRANITE MICA (01GD)
Interior Color: BLACK (LA25)
Edition: ES350 4-DR SEDAN

Last Known Mileage: 19
Last Known Mileage Date: 06/27/2007
Last Known Mileage Source: RDR

Additional Vehicle Details

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
7LB-LEXUS ES 350 ALL WEATHER FLOOR MAT ACCESSORY FOR 2007 AND EARLY 2008 MODEL YEAR VEHICLES	Completed	10/25/07	TECHNICAL COMPLIANCE (92450)

TFS PRODUCT SUMMARY

Type	ID	Product Status	Effective Date	Expiration Date

No records found.

TOY-RQ-05D-0000545

SERVICE HISTORY

OPEN IN NEW WINDOW

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/03/2009	18,390	LEXUS OF WAYZATA-(62201)	MOORHEAD, S	0324379	$0.00

Condition 1

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

Op Code Desc: INSPECT VEHICLE FOR VEHICLE ACCELERATING BY ITSELF ~|~GUEST STATES THAT WHILE DRIVING THE VEHICLE SEEMED TO ACCELERATE FROM 60MPH-80MPH AND REDLINED BY ITSELF.THE GUEST HAD TO PRESS THE BRAKE PEDAL TO TRY TO GET TO STOP,HE FINALLY WAS ABLE TO GET VEHICLE ABLE TO STOP BUT THE VEHICLE HAD A WARM SMELL ~|~TEST ED VEHICLE AND COULD NOT DUPLICATE CONCERN ~|~18390 INSPECTED BRAKES. BRAKES HAVE BEEN OVERHEATED. VEHICLE WILL NEED 4 NEW ROTORS AND ALL NEW BRAKE PADS. CHECKED FOR POWERTRAIN CODES. NO RELATED CODES AT THIS TIME. FLOORMAT IS DISENGAGED FROM RETAINER CLIPS BUT ISN'T BLOCKING EITHER PEDAL AT THIS TIM

Op Code Desc: INSPECT VEHICLE FOR VEHICLE ACCELERATING BY ITSELF

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/24/2008	16,317	LEXUS OF WAYZATA-(62201)	VOLD, M	0315903	$6.60

Condition 1

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

Op Code Desc: INSPECTED. ADJUSTED TIRE PRESSURES AND RESET LOW TIRE LIGHT. ALL OK. ~|~LOW TIRE LIGHT IS ON-------CHECK ALL TIRE PRESSURES, INSPECT AND ADJUST TIRE PRESSURE WARNING SETTING

Op Code Desc: INSPECTED. ADJUSTED TIRE PRESSURES AND RESET LOW TIRE LIGHT. ALL OK.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/09/2008	14,724	LEXUS OF WAYZATA-(62201)	MOORHEAD, S	0310682	$174.49

Condition 1

Pay Type: CUSTOMER PAY
SSC No. ----
Agreement ----

Op Code Desc: 15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~ ~|~14724 FRONT BRAKES HAVE 7MM REMAINING REAR BRAKES HAVE 7MM REMAINING FRONT TIRES HAVE 7/32NDS REMAINING REQAR TIRES HAVE 7/32NDS REMAINING

Op Code Desc: 15000 MILE SERVICE NON WARRANTY
15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/21/2008	9,949	LEXUS OF WAYZATA-(62201)	KALUZNE, R	0292695	$82.47

Condition 1

Pay Type: CUSTOMER PAY
SSC No. ----
Agreement ----

Op Code Desc: 10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

Op Code Desc: 10000 MILE SERVICE NON WARRANTY-NON OEM
10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/13/2008	7,388	LEXUS OF WAYZATA-(62201)	STEAHL, P	0283981	$0.00

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:
NOTE ~|~NEEDS TO RIDE WITH TECH-REVIEWED LOANER POLICY
Op Code Desc:
NOTE

SSC No. ----
Agreement ----

Condition 2

Pay Type: WARRANTY PAY

Op Code Desc:
ROAD WITH CUSTOMER AND COULD NOT FIND ANYTHING WRONG AT THIS TIME ~|~THERE IS A LURCH WHEN ACCELERATING ~|~.
Op Code Desc:
ROAD WITH CUSTOMER AND COULD NOT FIND ANYTHING WRONG AT THIS TIME

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/20/2007	5,067	LEXUS OF WAYZATA-(62201)	STALBERGER, R	0269909	$67.91

Condition 1

Pay Type: WARRANTY PAY

Op Code Desc:
COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND R ~|~COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND RESET MAINTENANCE LIGHT ~|~MT
Op Code Desc:
5,000 MILE SERVICE
COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND R

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/21/2007	858	LEXUS OF WAYZATA-(62201)	RANDALL, T	0253613	$0.00

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:
INSTALL LIC PLATES ~|~INSTALL LIC PLATES
Op Code Desc:
INSTALL LIC PLATES

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/27/2007	19	LEXUS OF WAYZATA-(62201)	BURT, B	0250395	$119.00

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:
LEXUS NEW VEHICLE FOR DELIVERY ~|~LEXUS NEW VEHICLE FOR DELIVERY 48586 RUSSELL
Op Code Desc:
LEXUS NEW VEHICLE FOR DELIVERY

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/21/2007	19	LEXUS OF WAYZATA-(62201)	VIRNIG, B	0249563	$150.00

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:
COMPLETE RE-PDI ~|~RE-PDI
Op Code Desc:
OTHER INSPECTION
COMPLETE RE-PDI

SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/18/2007	10	LEXUS OF BROOKFIELD-(64801)	WASHKUHN, J	0252703	$190.00

Condition 1

Pay Type: WARRANTY PAY

Op Code Desc:
PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PERFORM THE PRE-DELIVERY

SSC No. ----
Agreement ----

INSPECTION PER THE MANUFACTURERS CHECKLIST. ~|~ ~|~COMPLETED PRE DELIVERY
INSPECTION PER THE MANUFACTURERS CHECKLIST

Op Code Desc: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES
PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

OWNERSHIP HISTORY

Associated Parties	Role	Start Date	End Date
[redacted]	OWNER	06/27/2007	----
	DRIVER	06/27/2007	----

Add New Owner

Update Ownership Info

CUSTOMER INFORMATION

[redacted]
PLYMOUTH, MN [redacted]

Last Update: 02/05/2009, CLARIFY(CLARIFY)

Primary: [redacted]
Alternate: [redacted]
Email: [redacted]

VEHICLE

Customer Role:	OWNER
VIN:	JTHBJ46G072[redacted]
Year/Make/Model:	2007 LEXUS ES 350 (9000)
Original Selling Dealer:	LEXUS OF WAYZATA (62201)
Preferred Dealer:	

HOUSEHOLD

VEHICLE INFORMATION

HOUSEHOLD INFORMATION

Print Options

Expand All | Collapse All

VEHICLE DETAILS

Product: 2007 LEXUS ES 350 (9000)	**VIN: JTHBJ46G072[redacted]**	**Original Selling Dealer: LEXUS OF WAYZATA (62201)**
DOFU: 06/27/2007	**Factory Key Code**	**Last Known Mileage: 19**
Built Date: 05/16/2007	Exterior Color: SMOKY GRANITE MICA (01G0)	Last Known Mileage Date: 06/27/2007
Transmission Type: 6ECTI	Interior Color: BLACK (LA25)	Last Known Mileage Source: RDR
Engine Type: 2GR	Edition: ES350 4-DR SEDAN	
Model Description: ES 350 4-DOOR SEDAN		

Additional Vehicle Details

Original MSRP: $36,672	Plant of Manufacture: TMC	Tire Make/Brand:
Order Date: 05/2007	Body Style: 4-DOOR SEDAN	Tire Size:
Port Damage: No	Engine Serial Number: A201917	

Port/Factory Installed Equipment

Description	Installation Source
Full Size Spare Tire(FS)	Factory
Premium Package Includes: Leather Trim Interior with Memory for	Factory

Driver's Seat, Outside Mirrors, and Power Tilt/Telescoping Steering Wheel(PM)	
Rear Seat Side Airbags(BE)	Factory
Preferred Accessory Package: Trunk Mat, Cargo Net and Wheel Locks(Z1)	Port
Heated and Ventilated Front Seats(HH)	Factory
Bluetooth Audio Includes: Voice-Activated Wireless Bluetooth Hands-Free System(DC)	Factory
Wood & Leather Steering Wheel(WU)	Factory

Standard Installed Equipment

Description

PERFORMANCE FEATURES
3.5 Liter 272HP Four Cam 24-Valve V6 Engine
All-Aluminum Engine Construction & Dual VVTi
6-Speed Automatic Transmission w/Sequential Shift
Front Wheel Drive
Dual Exhaust with Seamless Chrome Tips
4-Wheel Independent MacPherson Strut-Type
Suspension with Gas Pressurized Shock Absorbers
Front and Rear Stabilizer Bar
4-Wheel Power Assisted Ventilated Front/Solid
Rear Disc Brakes
17" Aluminum Alloy 7-Spoke Wheels
215/55R17 All-Season Tires
SAFETY FEATURES
Dual Front Airbags, Dual Front Knee Airbags, Front
Seat-Mounted Side Impact Airbags, Fr & Rr Side
Curtain Airbags, Supplemental Restraint Sys (SRS)
3-Point Safety Belts for All Seating Positions
Fr & Rr Outboard Seat Belt Pretensioners with
Force Limiters
Vehicle Stability Control (VSC) with TRAC
4-Wheel Anti-Lock Braking System (ABS) with
Electronic Brakeforce Distribution (EBD)
Energy Managing Crumple Zones, Side Door Beams
Theft-Deterrent System w/ Engine Immobilizer
Projector-Bulb Headlamps w/ Integrated Foglamps/
Daytime Running Lights (DRL)
Variable Intermittent Wipers with Mist Control
Tire Pressure Monitor System
Tool Kit and First Aid Kit
LUXURY AND CONVENIENCE FEATURES

SmartAccess with Push Button Start/Stop
10-Way Power Adjustable Driver & Passenger Seats
includes 2-way Power Lumbar
Electrochromic Auto-Dimming Interior Mirror
Heated Outside Mirrors
One-Touch Open/Close Pwr Tilt-and-Slide Moonroof
Automatic Dual Zone Climate Control
Automatic On/Off Headlamps
Lexus Premium Audio System w/In-Dash 6-Disc CD
Player Automatic Sound Levelizer (ASL) & MP3
Player Connectivity (miniplug) & 8-Speakers
Power Front and Rear Windows with Auto One-
Touch Up/Down and Pinch Protection
Power Door Locks with Anti-Lock Out
Power Tilt/Telescoping Steering Wheel w/Audio &
Display Functions & Column-Mounted Cruise Control
Key FOB-Integrated Multi-Function Remote Entry Sys
Rear Glass Imprinted Antenna w/FM Diversity Sys
Front Cup Holders with Adjustable Holder Ring
Rear Arm Rest with Cup Holders
Heavy-Duty Rear Window Defogger with Timer
Scheduled Maintenance Indicator Light
Lexus Personalized Settings
LED Interior Lighting
Carpeted Floor Mats

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
7LB-LEXUS ES 350 ALL WEATHER FLOOR MAT ACCESSORY FOR 2007 AND EARLY 2008 MODEL YEAR VEHICLES	Completed	10/25/07	TECHNICAL COMPLIANCE (92450)

TFS PRODUCT SUMMARY

Type	ID	Product Status	Effective Date	Expiration Date

No records found.

SERVICE HISTORY OPEN IN NEW WINDOW

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/24/2008	16,317	LEXUS OF WAYZATA-(62201)	VOLD, M	0315903	$6.60

Condition 1

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Op Code Desc:
INSPECTED. ADJUSTED TIRE PRESSURES AND RESET LOW TIRE LIGHT. ALL OK. ~|~LOW TIRE LIGHT IS ON-------CHECK ALL TIRE PRESSURES, INSPECT AND ADJUST TIRE PRESSURE WARNING SETTING

Op Code Desc:
INSPECTED. ADJUSTED TIRE PRESSURES AND RESET LOW TIRE LIGHT. ALL OK.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/09/2008	14,724	LEXUS OF WAYZATA-(62201)	MOORHEAD, S	0310682	$174.49

Condition 1

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

Op Code Desc:
15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~ ~|~14724 FRONT BRAKES HAVE 7MM REMAINING REAR BRAKES HAVE 7MM REMAINING FRONT TIRES HAVE 7/32NDS REMAINING REQAR TIRES HAVE 7/32NDS REMAINING

Op Code Desc:
15000 MILE SERVICE NON WARRANTY

15000 MILE INTERVAL SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/21/2008	9,949	LEXUS OF WAYZATA-(62201)	KALUZNE, R	0292695	$82.47

Condition 1

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

Op Code Desc:
10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION. ~|~10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

Op Code Desc:
10000 MILE SERVICE NON WARRANTY-NON OEM

10000 MILE SERVICE. SEE ATTACHED SHEET FOR DETAILED DESCRIPTION.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/13/2008	7,388	LEXUS OF WAYZATA-(62201)	STEAHL, P	0283981	$0.00

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:

SSC No. ----

NOTE ~|~NEEDS TO RIDE WITH TECH-REVIEWED LOANER POLICY

Agreement ----

Op Code Desc:

NOTE

Condition 2

Pay Type: WARRANTY PAY

Op Code Desc:

SSC No. ----

ROAD WITH CUSTOMER AND COULD NOT FIND ANYTHING WRONG AT THIS TIME ~|~THERE IS A LURCH WHEN ACCELERATING ~|~.

Agreement ----

Op Code Desc:

ROAD WITH CUSTOMER AND COULD NOT FIND ANYTHING WRONG AT THIS TIME

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/20/2007	5,067	LEXUS OF WAYZATA-(62201)	STALBERGER, R	0269909	$67.91

Condition 1

Pay Type: WARRANTY PAY

Op Code Desc:

SSC No. ----

COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND R ~|~COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND RESET MAINTENANCE LIGHT ~|~MT

Agreement ----

Op Code Desc: 5,000 MILE SERVICE

COMPLIMENTARY 5000 MILE SERVICE OIL AND FILTER CHANGE WITH ROTATE OF TIRES AND R

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/21/2007	858	LEXUS OF WAYZATA-(62201)	RANDALL, T	0253613	$0.00

Condition 1

Pay Type: CUSTOMER PAY

Op Code Desc:

SSC No. ----

INSTALL LIC PLATES ~|~INSTALL LIC PLATES

Agreement ----

Op Code Desc:
INSTALL LIC PLATES

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/27/2007	19	LEXUS OF WAYZATA-(62201)	BURT, B	0250395	$119.00

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:

SSC No. ----

LEXUS NEW VEHICLE FOR DELIVERY ~|~LEXUS NEW VEHICLE FOR DELIVERY 48586 RUSSELL

Agreement ----

Op Code Desc:
LEXUS NEW VEHICLE FOR DELIVERY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/21/2007	19	LEXUS OF WAYZATA-(62201)	VIRNIG, B	0249563	$150.00

Condition 1

Pay Type: INTERNAL (DEALER) PAY

Op Code Desc:

SSC No. ----

COMPLETE RE-PDI ~|~RE-PDI

Agreement ----

Op Code Desc:
OTHER INSPECTION

COMPLETE RE-PDI

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/18/2007	10	LEXUS OF BROOKFIELD-(64801)	WASHKUHN, J	0252703	$190.00

Condition 1

Pay Type: WARRANTY PAY

Op Code Desc:

SSC No. ----

PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PERFORM THE PRE-DELIVERY INSPECTION PER THE MANUFACTURERS CHECKLIST. ~|~ ~|~COMPLETED PRE DELIVERY INSPECTION PER THE MANUFACTURERS CHECKLIST

Agreement ----

Op Code Desc:
PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

OWNERSHIP HISTORY

Associated Parties	Role	Start Date	End Date
[redacted]	OWNER	06/27/2007	----
	DRIVER	06/27/2007	----

Expand All Collapse All

HOUSEHOLD CUSTOMERS (2)

Customer Name
[redacted]

MR JEFF PEPSKI'S VEHICLES

Current — Sort Results By: Year | Make

Vehicle	VIN	Role	Start Date	End Date
2007 LEXUS ES 350	JTHBJ46G072[redacted]	OWNER	06/27/2007	

Disposed — Sort Results By: Year | Make

Vehicle	VIN	Role	Start Date	End Date

No records found.

HOUSEHOLD VEHICLES (1)

Current — Sort Results By: Year | Make

Vehicle	VIN	Household Association	Role	Start Date	End Date
2007 LEXUS ES 350	JTHBJ46G072[redacted]		OWNER	06/27/2007	
			DRIVER	06/27/2007	

Disposed — Sort Results By: Year | Make

Vehicle	VIN	Household Association	Role	Start Date	End Date

No records found.

HOUSEHOLD PRODUCTS 0

Current — Sort Results By: Year | Make

Product Type	Product ID	Household	Role

Association
No records found.

Disposed			Sort Results By: Year | Make
Product Type	**Product ID**	**Household Association**	**Role**
No records found.			

200902100...2

Activities

New	Alert	Private	Activity #	Type	Person	Description	Dealer	Opened	Due	Status	Owner
*			1-106K9	Call - Inbound	Customer	Cust clld requesting to speak w/ AFriedberg. Apol to cust & advd AFriedberg is not avail at this time. Cust requests a c/b tomorrow morning at [redacted] Thanked cust & advd LCS will forward his message.	Lexus of Wayzata - 62201	02/25/09 2:47:34 PM		Assigned	FRIEDI
			1-Y22X	Call - Inbound	Customer	Cust called asked to spk with AFreidberg, adv that he is unavail at this time. Cust adv that he is waiting to hear back from Lexus for a FTS inspection that has happened on his veh. Adv cust that his FTS report will be mailed to him. Cust asked if we could e-mail this report to him. Adv cust that we can not email this report to him and that his report will be mail. Cust adv he has been waiting on LCS to send him information about his veh and thinks it will take 2 weeks to recv any mail from LCS. Adv cust a Letter was sent to him on 2/18 regarding his req for buy back, adv cust he will recv a seperate letter from the FTS for the inspection report of his veh. Cust adv he doesn't feel safe driving this veh and was on the NHTSA website and it showed that every complaint about acceleration was caused by floor mats. Cust wants to know how Lexus knows its the floor mats. LCS adv cust that his veh has been diag and inspected by a Lexus tech, and Lexus stance on his concern is floor mats are causing cust concern. Cust thanked and disconnected from LCS.	Lexus of Wayzata - 62201	02/20/09 8:25:38 AM		Done	NOTTII
			1-WCNY	Call - Inbound	Customer	customer called back in & I adv to the customer that our FTS inspected the customers veh & found that the floor mats were causing the unintentional acceleration. Ashley adv me that the customer will rcvd a FTS report. The veh is has been found to be operating as designed. Cllr sts that he wants the report mailed asap.	Lexus of Wayzata - 62201	02/19/09 8:54:07 AM		Done	FRIEDI
			1-WCLS	Call - Outbound	Field	I called & spk to Ashley Horstman who adv that the FTS inspect the customers veh & found that the floor mats were causing the unintentional acceleration. Ashley adv me that the customer will rcvd a FTS report. The veh is has been found to be operating as designed.	Lexus of Wayzata - 62201	02/19/09 8:29:31 AM		Done	FRIEDI
			1-WCLM	Call - Outbound	Customer	I called the customer @ [redacted] & [redacted] & left a v/m if cust calls back pls transfer to 63783	Lexus of Wayzata - 62201	02/19/09 8:21:18 AM		Done	FRIEDI
			1-WMBE	Letter - Inbound	Customer	Cust sent letter requesting vehicle repurchase due to unintended acceleration of his vehicle. Cust fls there are 3 safety deficiencies that Lexus should address: 1) acceleration due to open electronic throttle which sensors failed to detect. 2) Sensors in pedal are not linked w/ those in brake pedal. Cust fls brake pedal should override accelerator, 3) cust unable to turn off engine after shifting to neutral. Cust states it took 1 1/2 miles of hard braking to stop his veh and his concern for safety prevents him from driving veh again.		02/18/09 7:09:36 AM		Done	WENDI
			200902100192-C-1	Case Long Note	Customer	*** PHONE LOG 02/10/2009 08:48:17 AM SMcClendon (ref #200902050122) DSPM fwd letter from SM who rcvd ltr from cust. Ltr from cust adv further of cust experience and adv that cust feels Lexus should reimb him the purchase price of his veh. *** NOTES 02/10/2009 08:48:57 AM SMcClendon Ltr rcvd and fwd to Lexus Correspondence Fax. *** NOTES 02/10/2009 10:02:05 AM AFriedberg FTS will inspect veh prob on 2/17/09-2/18/09. *** NOTES 02/12/2009 02:31:43 [redacted] **Privilege** [redacted] 02/12/2009 02:35:39 PM AFriedberg Action Type: Incoming call Clld cust at [redacted] and l/m to c/b at 1-800-255-3987 #3 to discuss cust concerns and let the cust know that I am reviewed the concern. IF THE CUST CALLS BACK, pls adv to the customer that an FTS there on Wednesday, Feb. 18th to inspect the vehicle. After the inspection,		02/17/09 7:09:11 AM		Done	FRIEDI

New	Alert	Private	Activity #	Type	Person	Description	Dealer	Opened	Due	Status	Owner
						Lexus will review the customers request. *** SUBCASE 200902100192-1 CREATED 02/13/2009 07:25:35 AM AFriedberg *** PHONE LOG 02/13/2009 08:33:34 AM AFriedberg Action Type: Incoming call customer called back & adv me that he will let the FTS inspect his veh on 2/18/09, but does not want the FTS to make any rpr's to the veh before he is contacted. I adv that I would submit his request. Case Long NoteCustomerLexus Of Wayzata-FTSSubcaseCustomer					
			200902100192-1	Subcase	Customer	Lexus Of Wayzata-FTS		02/13/09 7:25:35 AM	02/28/09 7:25 AM	Done	FRIEDI

200902050122

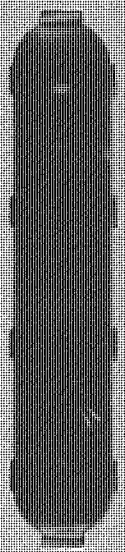
Activities

New	Alert	Private	Activity #	Type	Person	Description	Dealer	Opened	Due	Status	Owner	Attachr Flag
			200902050122-C-2	Case Long Note	Customer	ll for the floor mat. Cust sts he does not have the all-weather floor mat. Cust sts depending upon the diag of the dlr he would like Lexus to resolve the issue. Cust sts he doesn?t know the level of involvement of Lexus at this time. Cust req email to send attachment. Apol and adv cust that the email correspondence would be initiated via Lexus.com and there is not a way to attach a doc to the email. Cust req to know if he can email a rep and have the file attached apol and adv cust that to email Lexus he must do so via the website. Adv cust that I will doc his issue. Cust sks no further asstnc at this time. *** PHONE LOG 02/05/2009 07:58:18 AM SMcClendon Action Type: Outgoing call Clld cust at [redacted] Adv cust that our website does facilitate attachments and he can attach his doc to the email sent via Lexus.com. Cust thanked LCS for call back. *** CASE CLOSE 02/05/2009 07:58:37 AM SMcClendon Apol and adv cust that the cncrn has been doc for Lexus HQ / mgmt visibility. *** NOTES 02/09/2009 03:38:32 PM JBlackburn Cust called and sts that he would like an email address to send a doc. Cust sts that he is not able to attach his doc on the Lexus website. Apol to cust and adv that we cannot give out internal email addresses. Cust sts that he would like to speak with sup. Apol and adv cust that I spoke with sup about email address and this cannot be given out. Cust sts that he will call to speak with someone else in the office. Thanked cust for calling.				Done	MCCLENS1	
			200902050122-C-1	Case Long Note	Customer	*** PHONE LOG 02/05/2009 07:57:35 AM SMcClendon Cust sts that he was driving home a few days ago, 2/3. Cust sts he experienced acceleration and as he tried to brake nothing would happen. Cust sts that he got the veh to slow down. Cust sts he pulled up on the pedal from under it and when he relieved the brake the veh sped up again. Cust sts he got to the left lane and pulled into the left shoulder. Cust sts he shifted in neutral and depressed the start/stop button. Cust sts that as he was in neutral the RPMS went to the read line and put the veh in drive. Cust sts the veh accelerated again. Cust sts that he pulled up on the accelerator again it released the throttle. Cust sts he brought the veh to a stop and the brakes wore along with smoke behind the veh. Cust sts that he turned off the veh. Cust sts he should have had the dlr pick up the veh, but he moved to the right lane to drive the veh to dlr. Cust sts that he took the veh to the dlr and the SM, Todd Randall, adv that he contact the HQ office. Cust sts there were no injuries or an accidents. Cust sts he can email this info to our office. *** PHONE LOG 02/05/2009 07:57:40 AM SMcClendon Action Type: Incoming call Apol to cust for issue. Cust sts the dlr is diagnosing the veh, but he asked them not to make any rprs as of yet. Cust sts he has reservations about the safety of the veh. Cust sts that he brought the veh to the dlr for a hesitation issue in the veh. Cust sts he went online and found that there has been a reca				Done	MCCLENS1	

FIRMS

[redacted]

EASTERN REGION



TOY-RQ-05D-00000561

Archive Case Report - 200902120163

Customer/Caller Summary:

Customer Name/Address: [redacted]

Caller Phone: [redacted]
Caller Alt. Phone:

Case Summary:

Case Title:	PRODUCT;ABNORMAL CONDITION;DRIVEABILITY;DRIVING RESPONSE
Case Type:	GENERAL
Contact Method:	CALL - INBOUND
Cust Attitude:	??
Coding Type:	COMPLAINT
Category:	PRODUCT
Problem Area:	ABNORMAL CONDITION
Component:	DRIVEABILITY
Condition:	DRIVING RESPONSE
VIN:	JTHBP262085[redacted]
Dofu:	07/01/2008
Current Miles:	4900
Incident Miles:	4900
Model Year:	2008
Model Name:	IS-F
Region:	Eastern
District:	06
Dealer 1:	Lexus Of Towson, 61930
Selling Dealer:	Lexus Of Towson, 61930

Case History:

Caller Seeks:
CAC Stated:

FINAL CALL***Called to f/up with the cust. Inquired if he sks further asst. He adv he ended up traded out of the IS-F and into another veh. Cust sts he is very happy with the veh he currently owns. Cust sts that the dlr was great and they made a bad situation into a good one. Cust sts he is satis, and no further asst needed. Case can be closed.Call - OutboundFieldLexus Of Towson-(1st Call)SubcaseCustomer*** PHONE LOG 02/12/2009 08:33:58 AM KKeckeisen1
Caller states: 2 weeks ago had experience of unintended acceleration. Sts veh was out of control and wheels spun. Cust ssts there was no accident. Cust sts dlr has had veh for 2 weeks and dlr is trying to get FTS to come out. Cllr sts dlr adv if they can not find any concern they want to release veh to him, but cust sts he would not feel comfortable. Cust sts dlr adv FTS is out on leave and it may take some time. Cust sks Lexus to assist with having veh inspected soon by FTS.

*** SUBCASE 200902120163-1 CREATED 02/12/2009 08:49:14 AM VElAssal

*** NOTES 02/12/2009 08:54:00 AM VElAssal
To: SM Jim Dick: cell (410)977-6744 (410) 769-9400 office 443-632-2910

From: Vickey El Assal
310-468-2201
310-381-6078

Please review customer concerns & please give me a call back w/in 2 days to discuss customer's issues. Thanks. Have a wonderful day!

*** PHONE LOG 02/12/2009 02:00:26 PM VElAssal Action Type: Incoming call
Spoke to Jim Dick SM he adv he submitted the FTS Request.

*** PHONE LOG 02/12/2009 02:01:10 PM VElAssal Action Type: Incoming call
Spoke to DSPM who adv to forward an email to Ron Duval with cust info.

*** PHONE LOG 02/12/2009 02:01:33 PM VElAssal Action Type: Outgoing call
Sent an email to Ron Duval, CSM with cust info and request.
Case Long NoteCustomerIS-F 2008, Cust requesting FTS inspection.

[redacted]

From: Vickey El Assal
310-468-2201Case Long NoteCustomer
310-381-6078

Please review customer concerns & please give me a call back w/in 2 days to discuss customer's issues. Thanks. Have a wonderful day!Inspection ScheduledInspection has been assigned to FTS. Will update once inspection has been completed.FieldCase Long NoteCustomerIS-F 2008, Cust requesting FTS inspection.

[redacted]

From: Vickey El Assal
310-468-2201
310-381-6078

Please review customer concerns & please give me a call back w/in 2 days to discuss customer's issues. Thanks. Have a wonderful day!Inspection ScheduledInspection has been assigned to FTS. Will update once inspection has been completed.FieldPlease update when FTS is scheduled.Request ActionAttached you will find the report and photos. Since there are a number of photos, they will be emailed to you. A copy of the report and photos have been emailed to the Legal-Claim-Investigations mailbox @toyota.com with a cc to Carole Hargrave.FieldLexus Of Towson-(1st Call)SubcaseCustomer

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Activity Summary:

Activity	Date/Time	Originator	Additional Information
RULE ACTION	02/13/2009 14:02:17	RULEMGR	Action Send Notify of rule Lexus Notify Case Grabbed fired
YANKED	02/13/2009 14:01:58	VELASSAL	Case grabbed from DLR61930 to VElAssal's default WipBin.
PHONE LOG	02/12/2009 14:01:33	VELASSAL	Start = 02/12/2009 02:01:11 PM, End = 02/12/2009 02:01:33 PM, Contact = [redacted]
PHONE LOG	02/12/2009 14:01:10	VELASSAL	Start = 02/12/2009 02:00:27 PM, End = 02/12/2009 02:01:10 PM, Contact = [redacted]
PHONE LOG	02/12/2009 14:00:26	VELASSAL	Start = 02/12/2009 02:00:04 PM, End = 02/12/2009 02:00:26 PM, Contact = [redacted]
ASSIGN	02/12/2009 08:54:08	VELASSAL	Case assigned to DLR61930
ACTION DEALER	02/12/2009 08:54:08	VELASSAL	Case status changed to Action Dealer
NOTES PHONE	02/12/2009 08:54:00	VELASSAL	Log notes. Customer
ADMIN SUBCASE	02/12/2009 08:49:14	VELASSAL	Number = 200902120163-1, Created in WIP default with due date 02/17/2009 12:00:00 AM..
SET ORIGINATO	02/12/2009 08:47:43	VELASSAL	Set Originator: by VElAssal
RULE ACTION	02/12/2009 08:47:31	RULEMGR	Action Send Notify of rule Lexus Notify Case Grabbed fired
YANKED	02/12/2009 08:47:28	VELASSAL	Case grabbed from KKeckeisen1 to VElAssal's default WipBin.
DISPATCH	02/12/2009 08:34:03	KKECKEISEN1	from WIP default to Queue MCM Eastern Follow-up.
MODIFY	02/12/2009 08:33:58	KKECKEISEN1	into WIP default and Status of Action CAC.
PHONE LOG	02/12/2009 08:33:58	KKECKEISEN1	Start = 02/12/2009 08:24:20 AM, End = 02/12/2009 08:33:58 AM, Contact = [redacted]
CREATE	02/12/2009 08:33:57	KKECKEISEN1	Contact = Stan Smith, Priority = Customer, Status = Action CAC.

[redacted]

GST REGION

TOY-RQ-05D-00000564

Case Activity Report

Case # : 0906128151 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 6/19/2009 12:49:11 PM

Case Title : REFERRALS ; REFERRALS ; DEALER LOCATION/INFO ;

CUSTOMER INFORMATION

NAME :	[redacted]
ADDR1 :	[redacted]
ADDR2 :	
CITY, STATE, ZIP :	SUGAR LAND TX [redacted]
UNTRY :	USA
PRIM. PHONE :	[redacted]
ALT PHONE :	
FAX NUMBER :	
EMAIL ADDRESS :	

VEHICLE INFORMATION

VIN :	JTJHY00W594[redacted]
MODEL YR. :	2009
MODEL :	LX 570
GRADE :	(V8) 4X4
MODEL NUMBER :	9620
ENGINE :	3UR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	64203 STERLING MCCALL LEXUS
DOFU :	10/24/2008
CURRENT MONTHS :	7
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	DEALER
INITIAL CHANNEL :	Call - Inbound
OWNER :	JASKULA
CREATED DATE :	6/19/2009 12:49:11 PM
CREATED BY :	JASKULA
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	6/19/2009 12:49:12 PM
CLOSED BY :	JASKULA
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	64203 STERLING MCCALL LEXUS
REGION CODE - NAME :	34 - Southern Area
DISTRICT :	02
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
1-50SKP	6/19/2009 12:46:34 PM / Call - Inbound	Done	JASKULA / Central Rep	Ref 0903118003. Stev Hwang sts he is legal councel for [redacted] Lexus and they have been sued by the cust. Cllr inquired if LCS was involved in FTS inspection of the veh. I apol and adv cust has not contacted LCS. I adv dlr may wish to contact the Area office to determine if a PIR was completed, and if cust was adv of the result. I adv cllr that he may wish to contact DSPM. Cllr thanked and sks no further asst at this time.			6/19/2009 12:49:11 PM

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TOY-RQ-05D-0000565

Case Activity Report

Case # : 0903118003 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 6/19/2009 12:48:05 PM

Case Title : PRODUCT ; ABNORMAL CONDITION ; FLOOR MATS- INTERIOR ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTJHY00W594 [redacted]
MODEL YR. :	2009
MODEL :	LX 570
GRADE :	(V8) 4X4
MODEL NUMBER :	9620
ENGINE :	3UR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	64203 STERLING MCCALL LEXUS
DOFU :	10/24/2008
CURRENT MONTHS :	5
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	BRACKEG
CREATED DATE :	3/23/2009 12:48:14 PM
CREATED BY :	BRACKEG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	3/23/2009 12:52:18 PM
CLOSED BY :	JASKULA
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	64203 STERLING MCCALL LEXUS
REGION CODE - NAME :	34 - Southern Area
DISTRICT :	02
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
1-1NK47	3/23/2009 12:37:06 PM / Call - Inbound	Done	BRACKEG / Eastern Rep	Cal Pinden in sales at the dlr adv he has a customer who is complaining his veh was accelerating and he was not able to stop it. Dlr adv it was inspected at the dlr and the SM has adv it is probably due to stacking his floor mats. Cal Pinden, sls wants to know if that is true. LCS apol and adv dlr without inspecting the veh I would not be able to give him a definitive answer. LCS			3/23/2009 12:48:14 PM

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TOY-RQ-05D-0000566

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				adv dlr if the cust would like to call LCS for us to research with the dlr we would be happy to do that. LCS adv dlr there have been no recalls for the concern on the veh. LCS adv dlr the floor mats should not be stacked and do need to be properly secured. LCS thanked dlr and adv to have the cust c/b should he seek further asst(nc).			

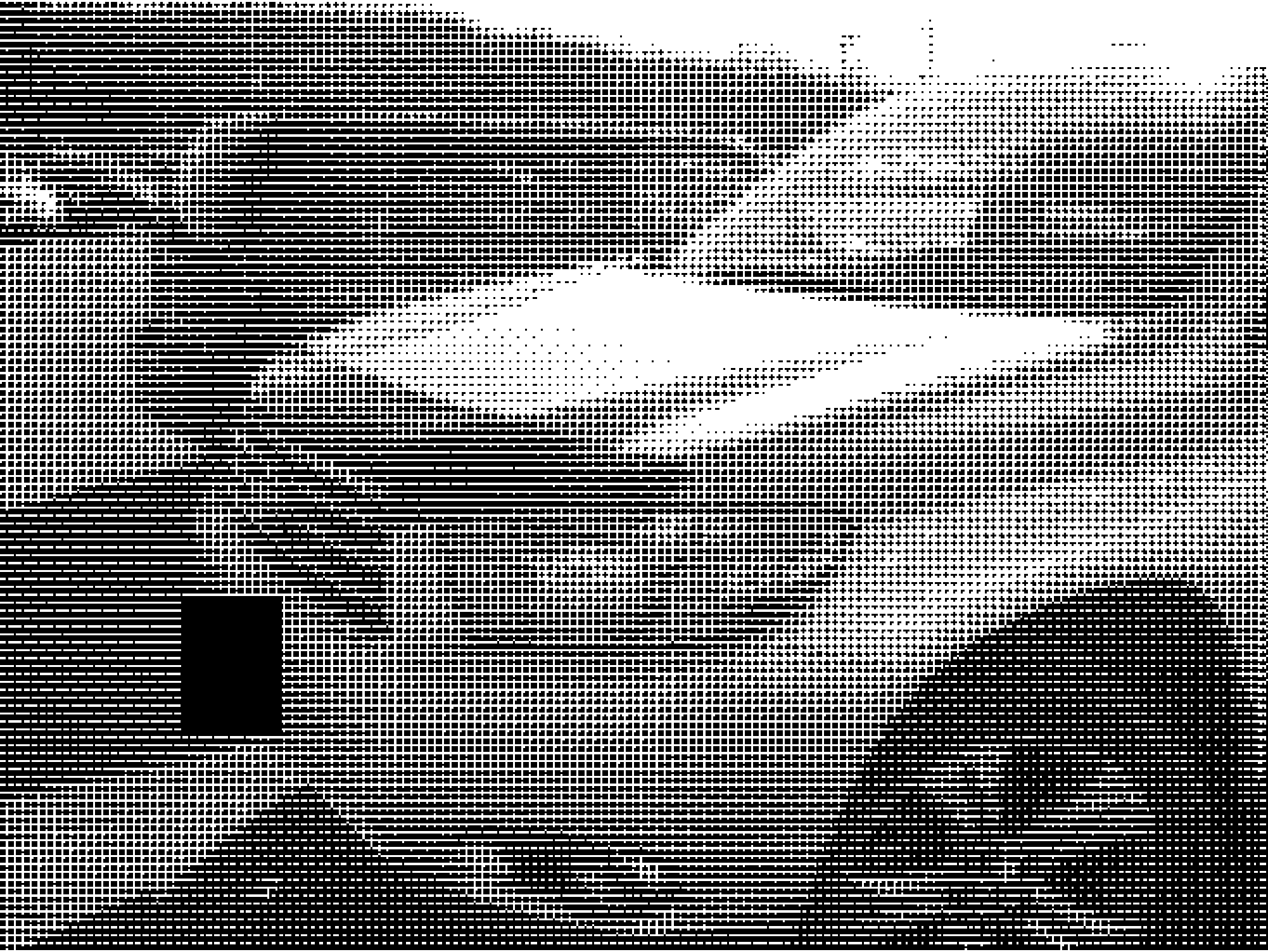
This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00000567

[redacted]

2009-05-46915
CLAIM

TOY-RQ-05D-00000568



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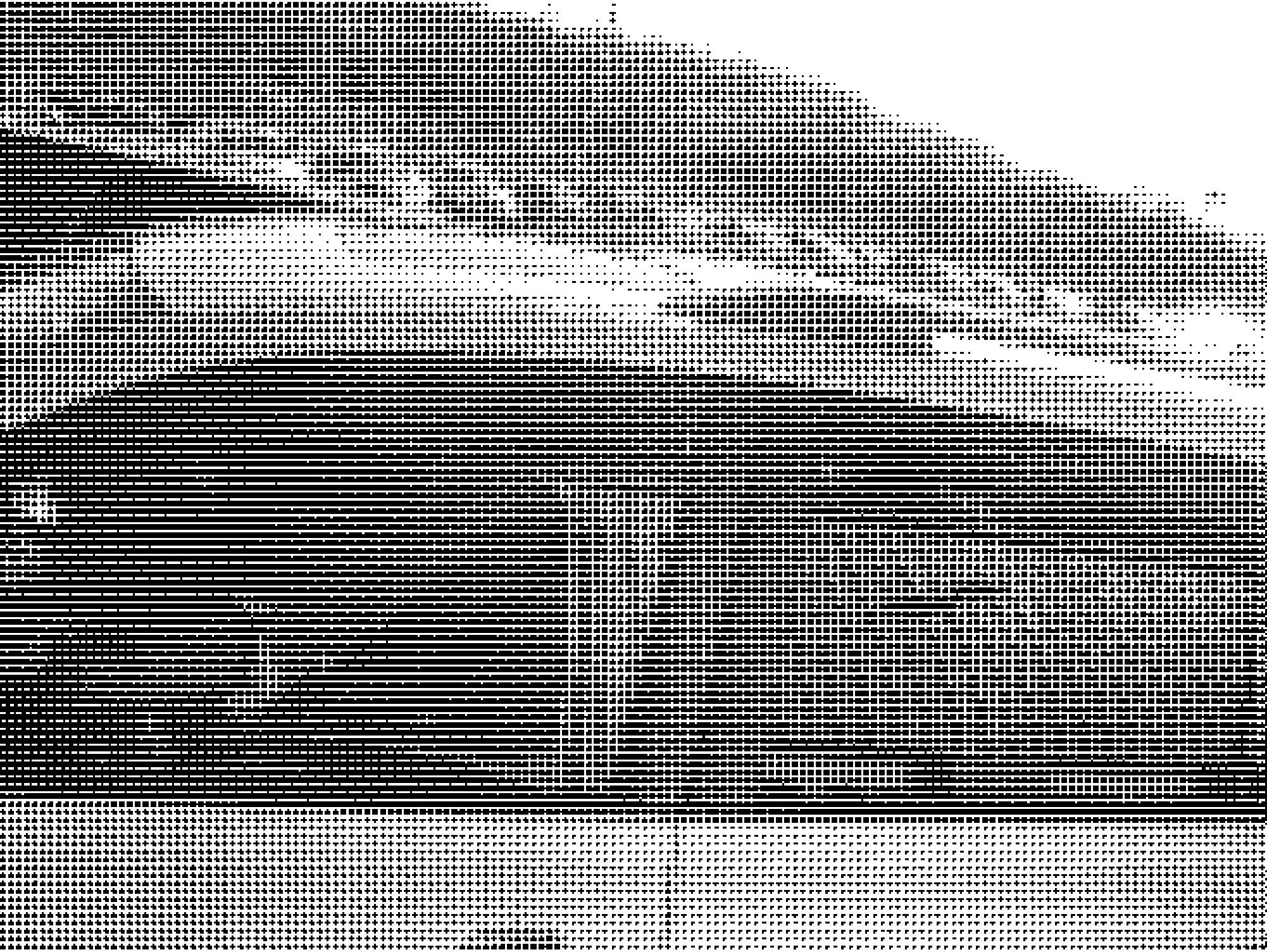

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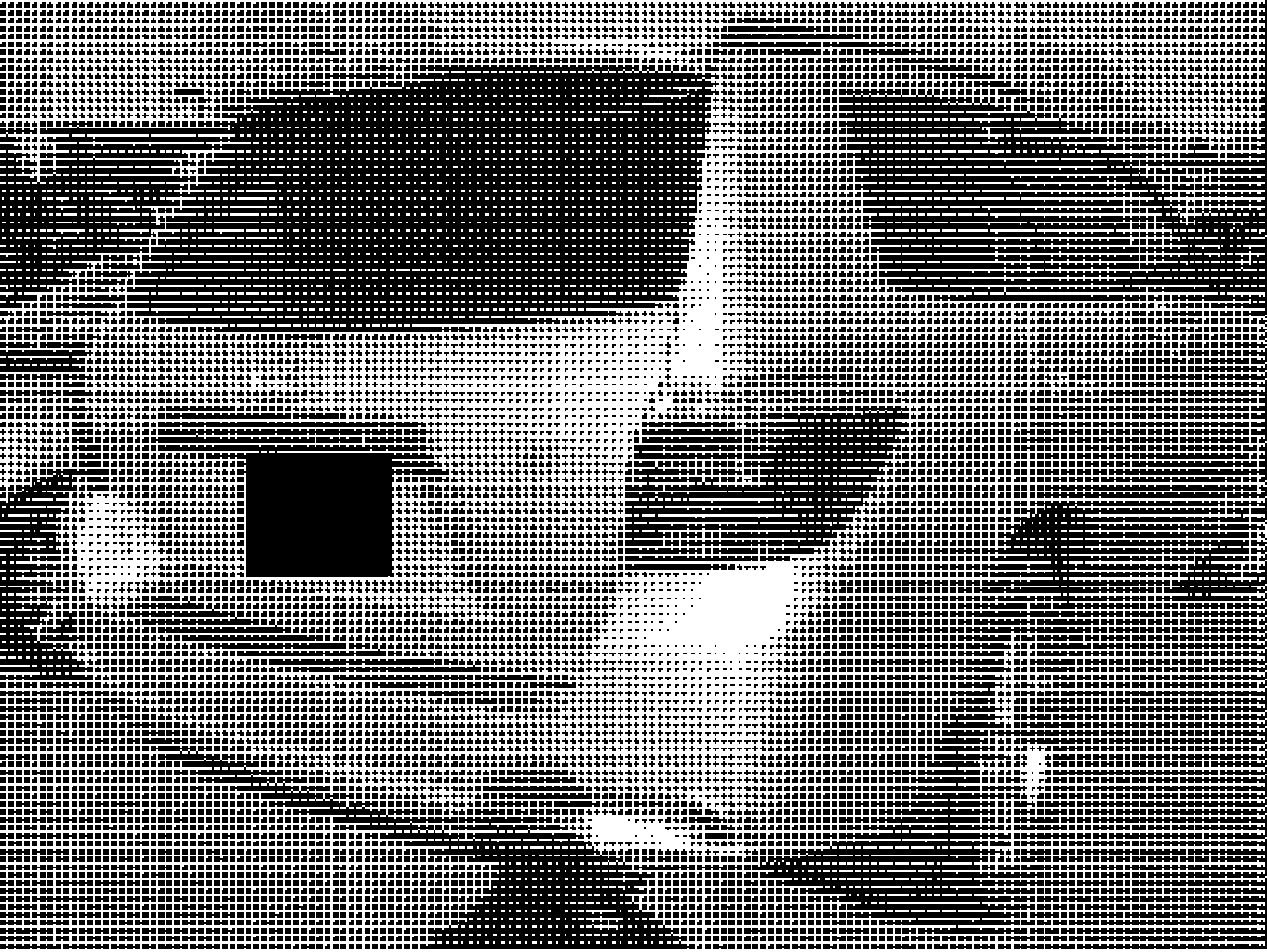

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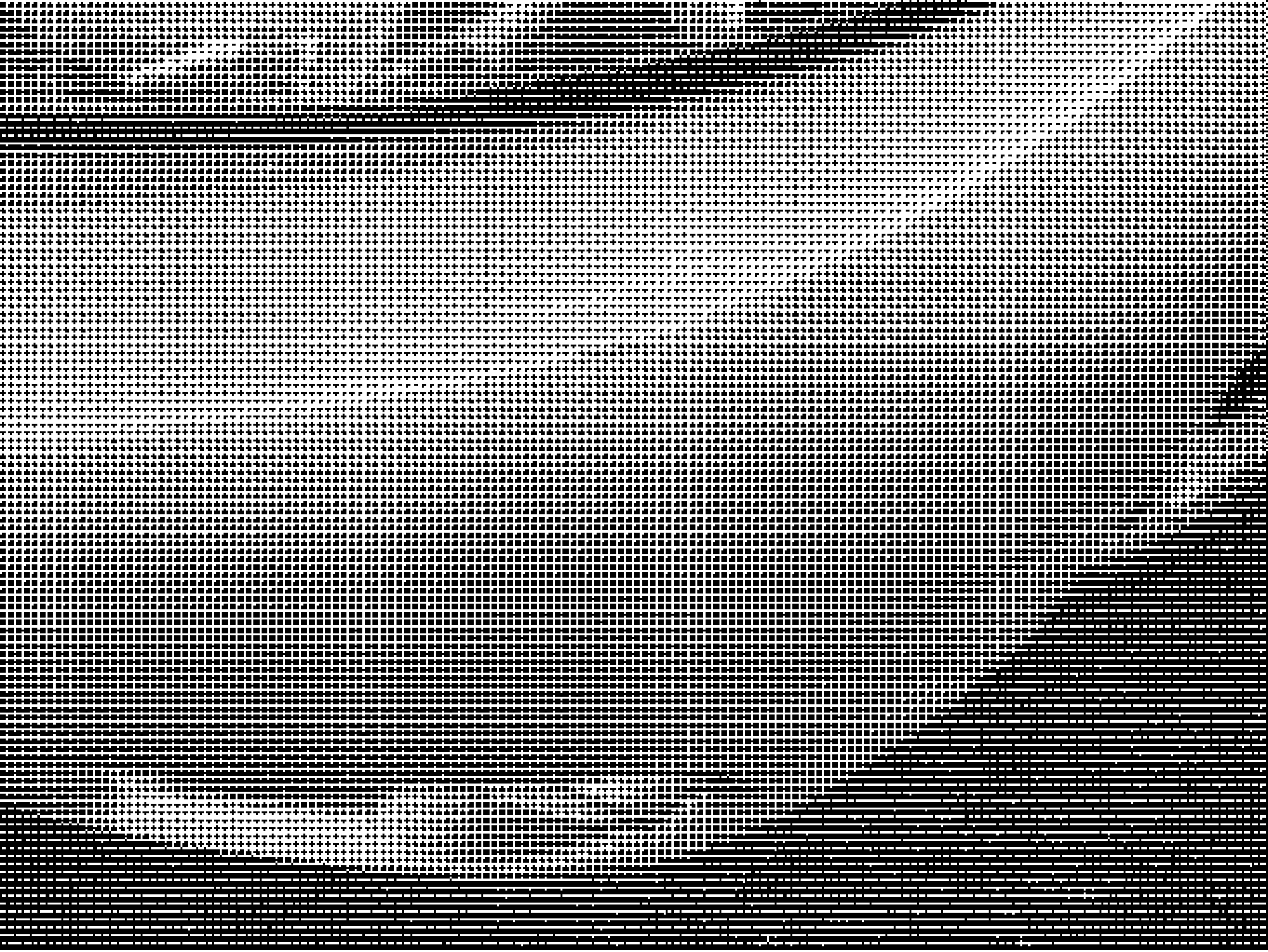

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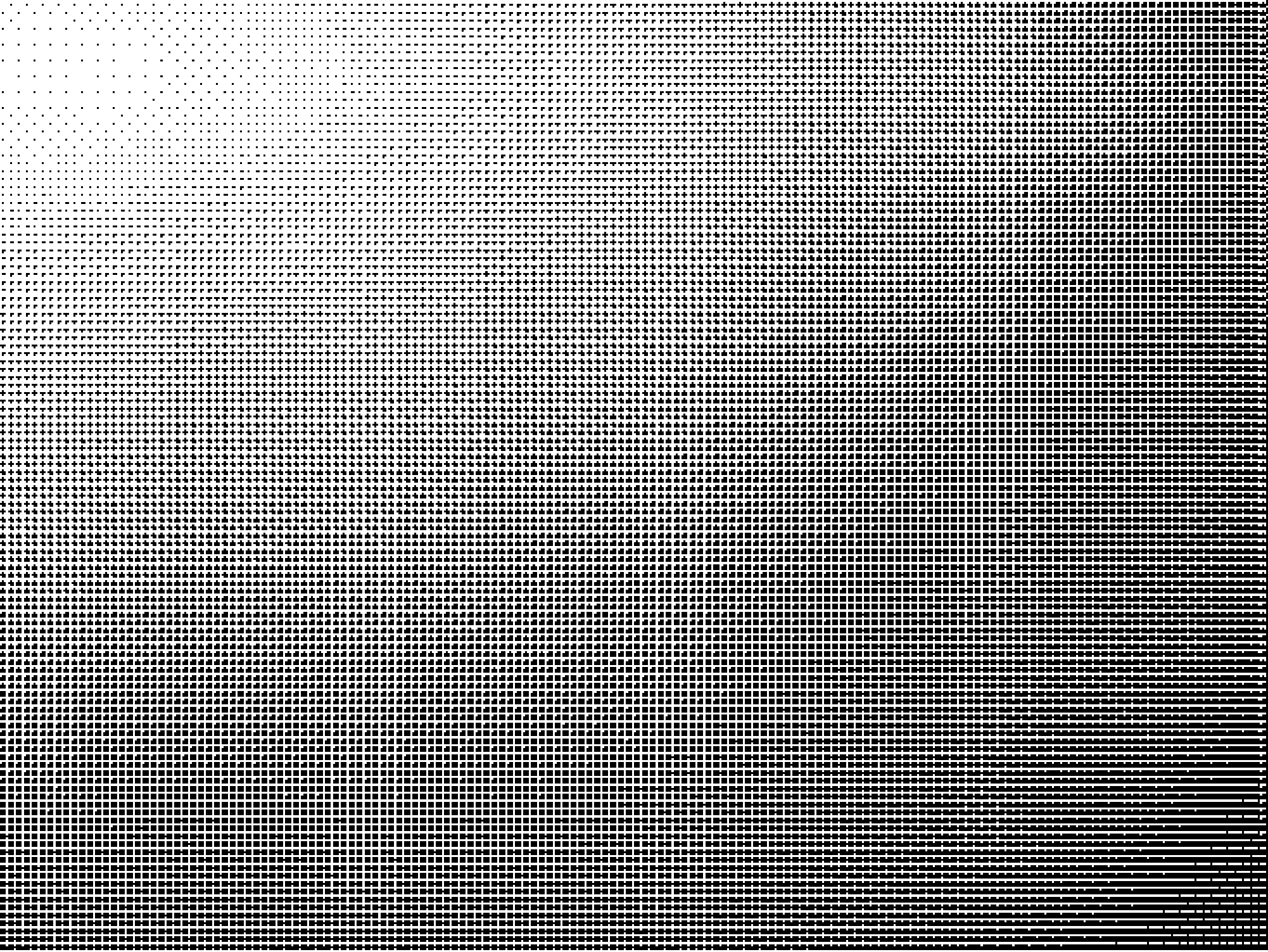

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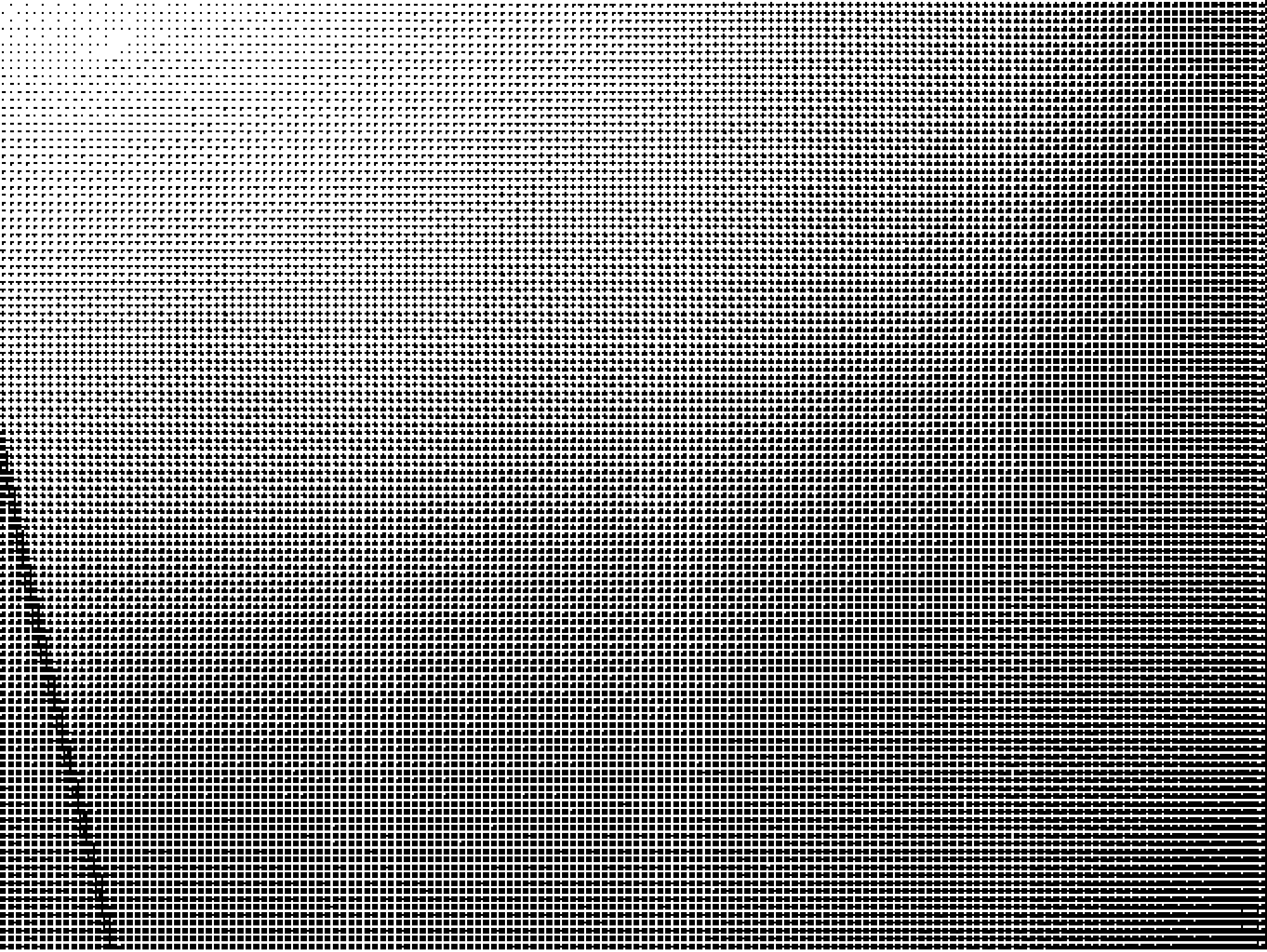

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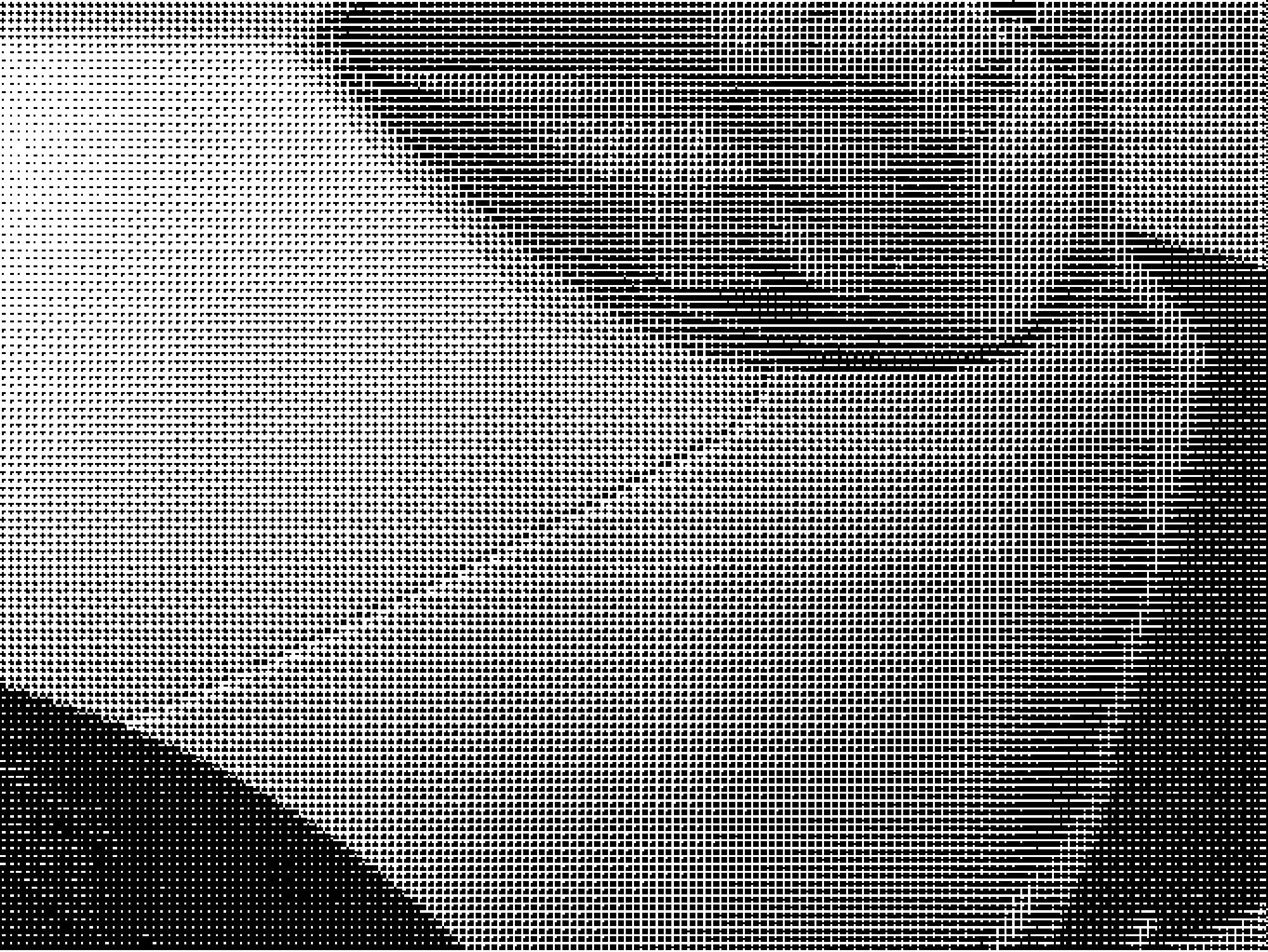

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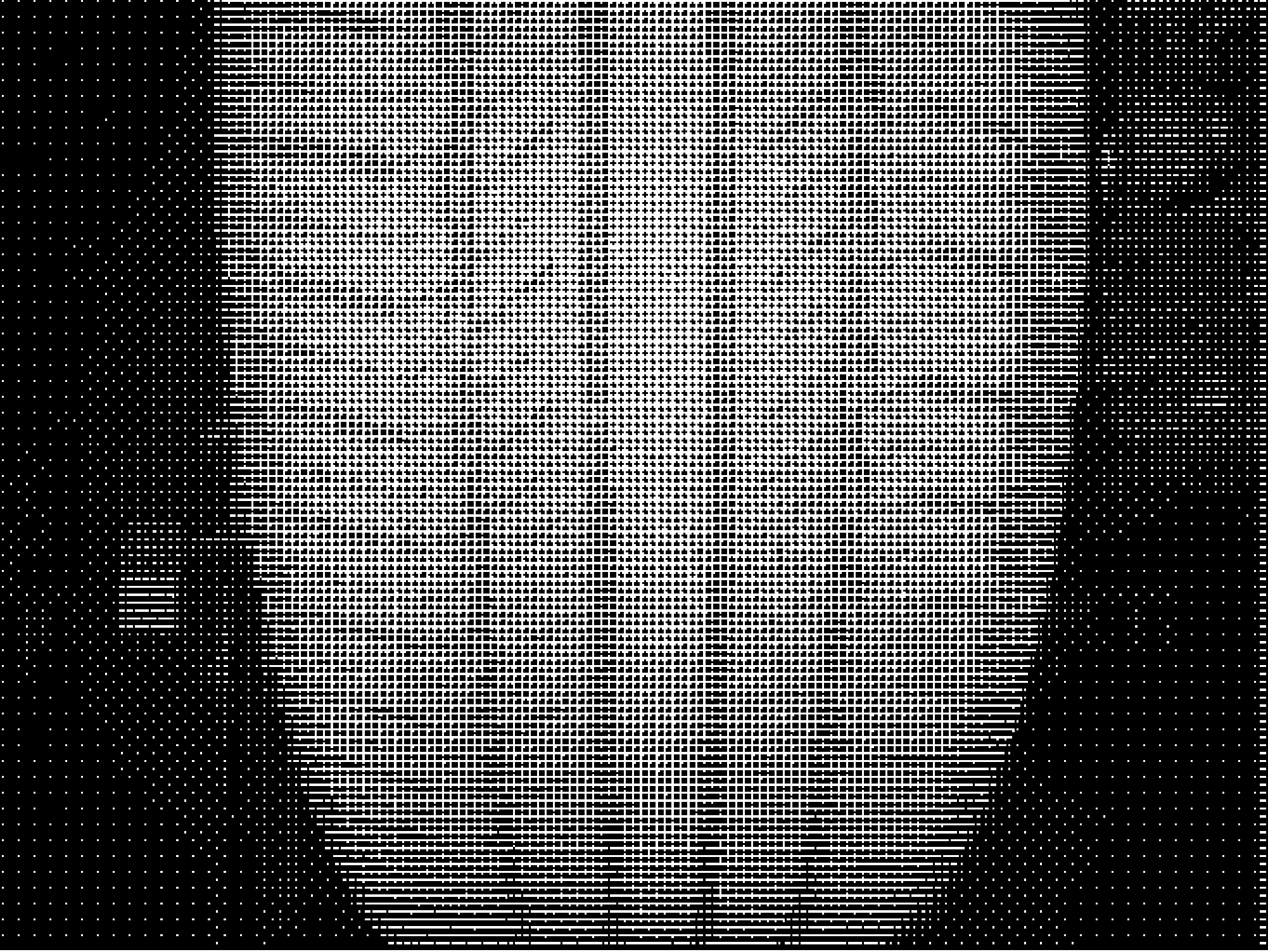

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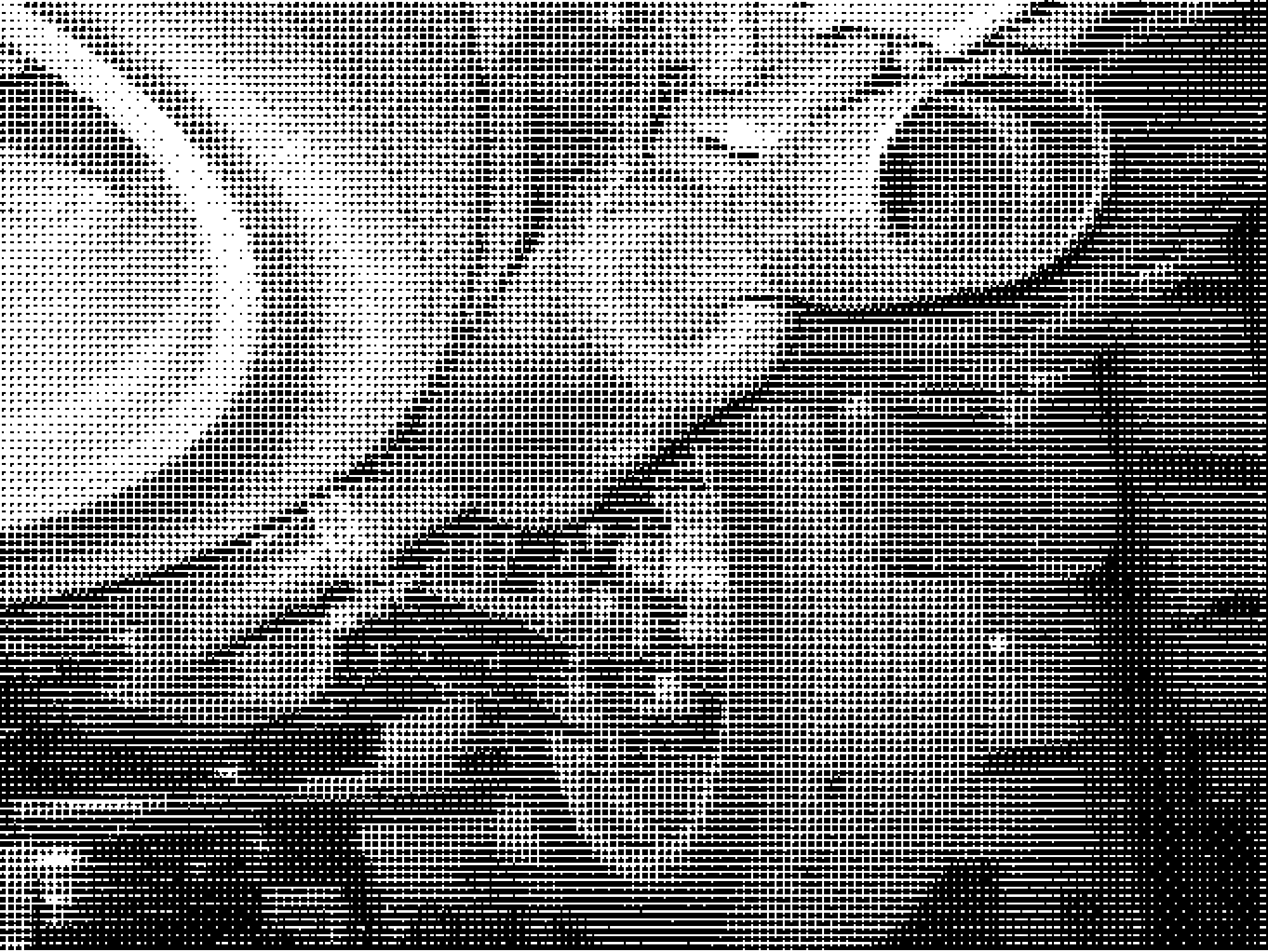

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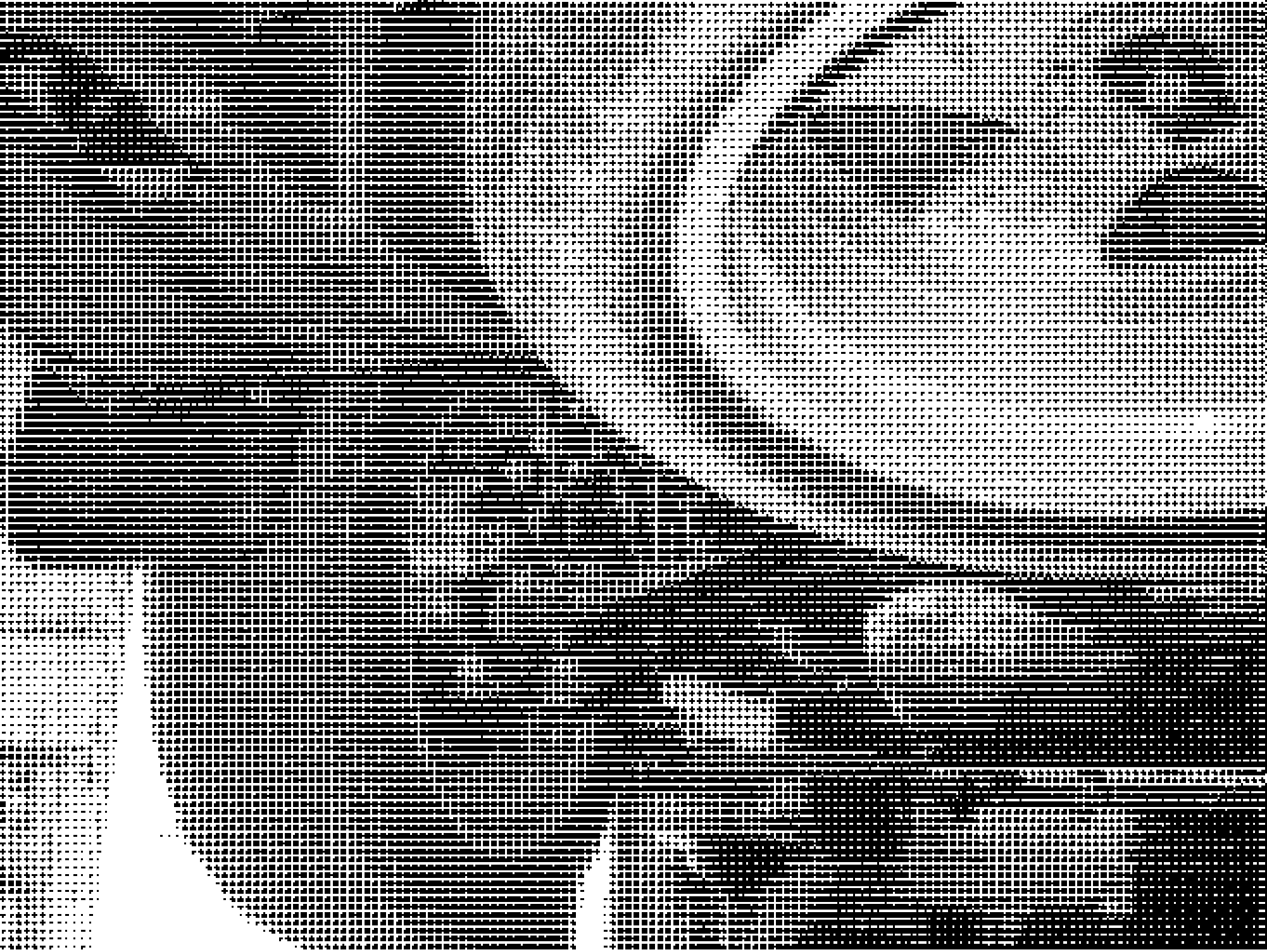

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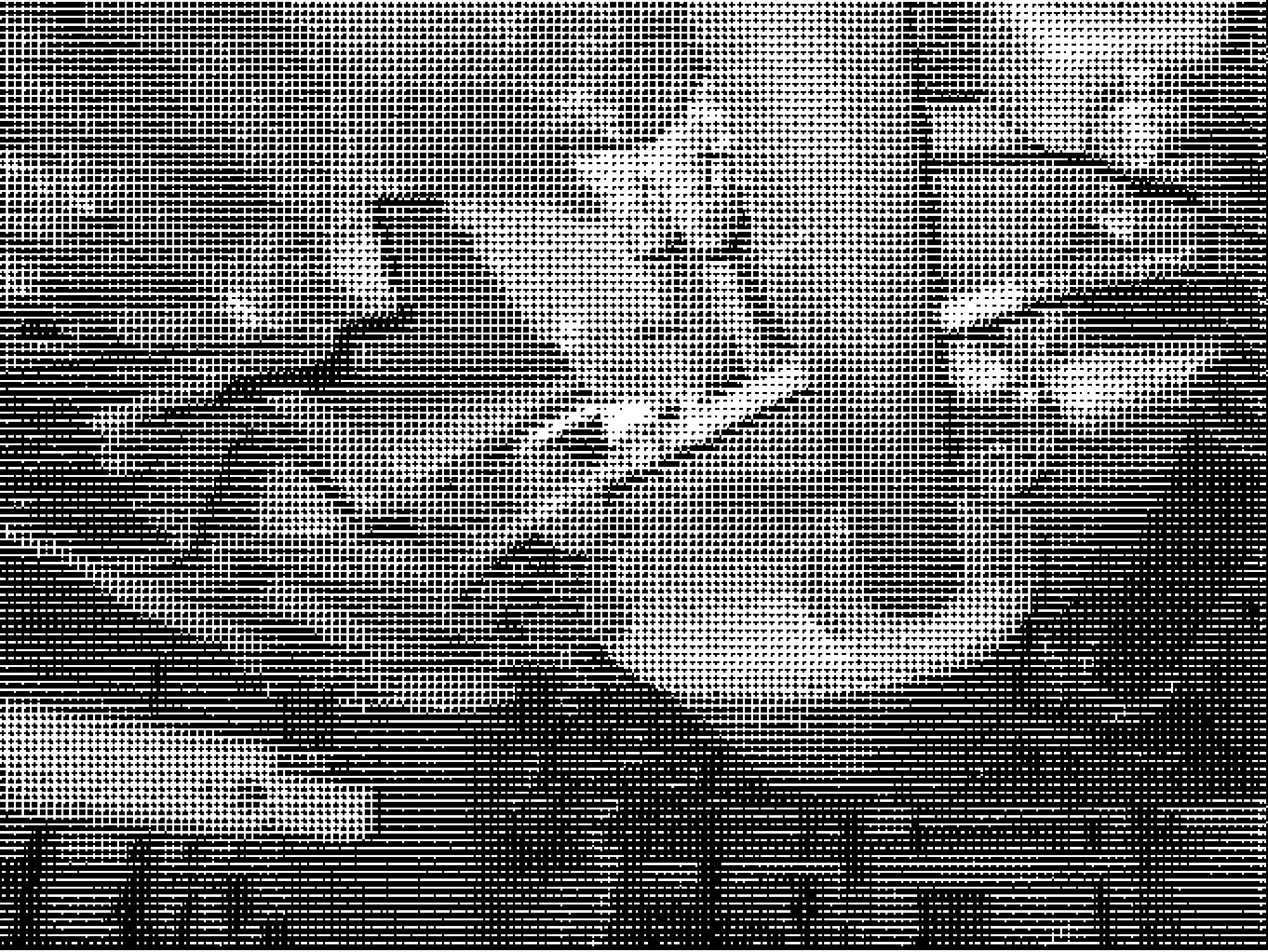

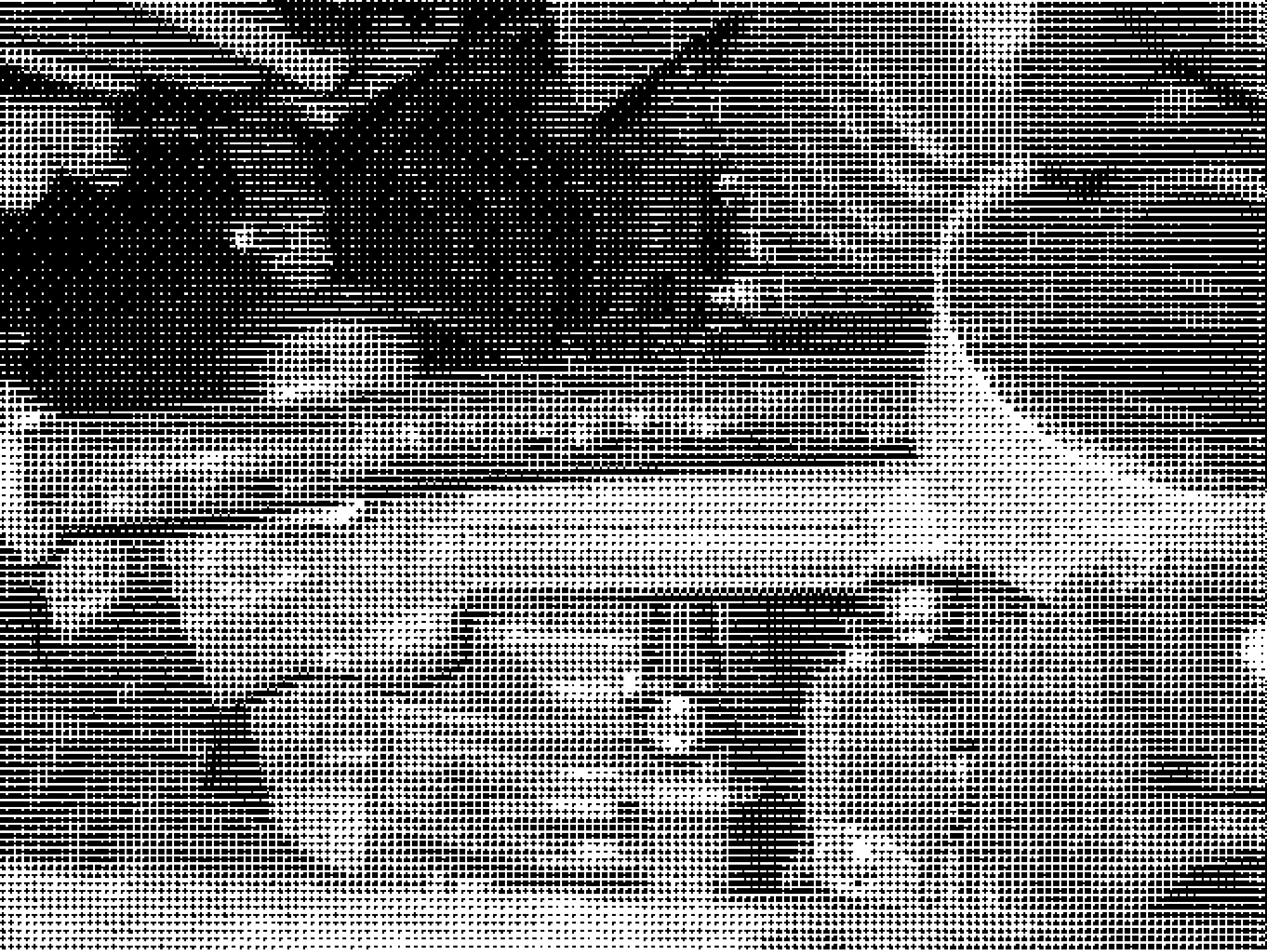

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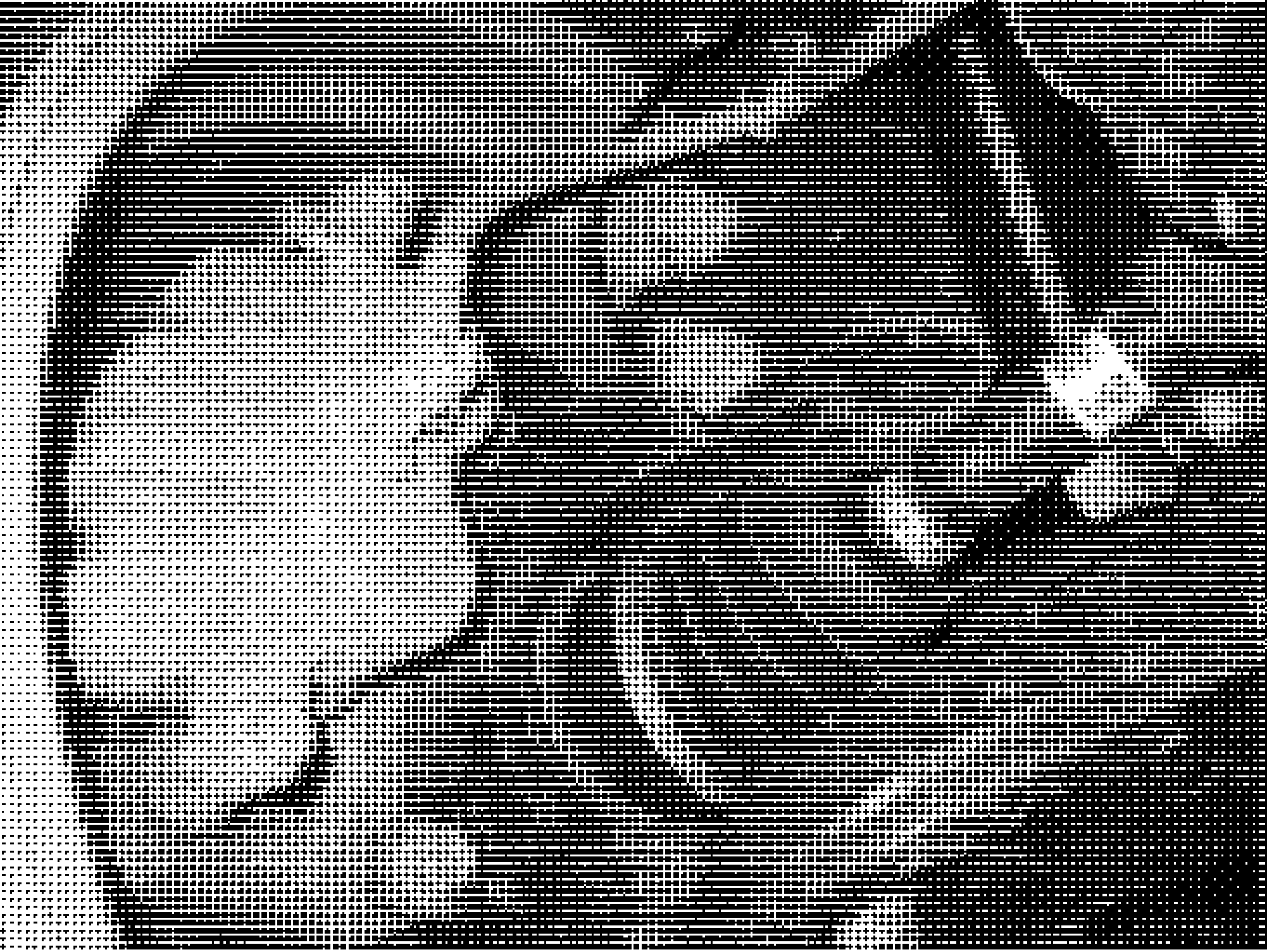

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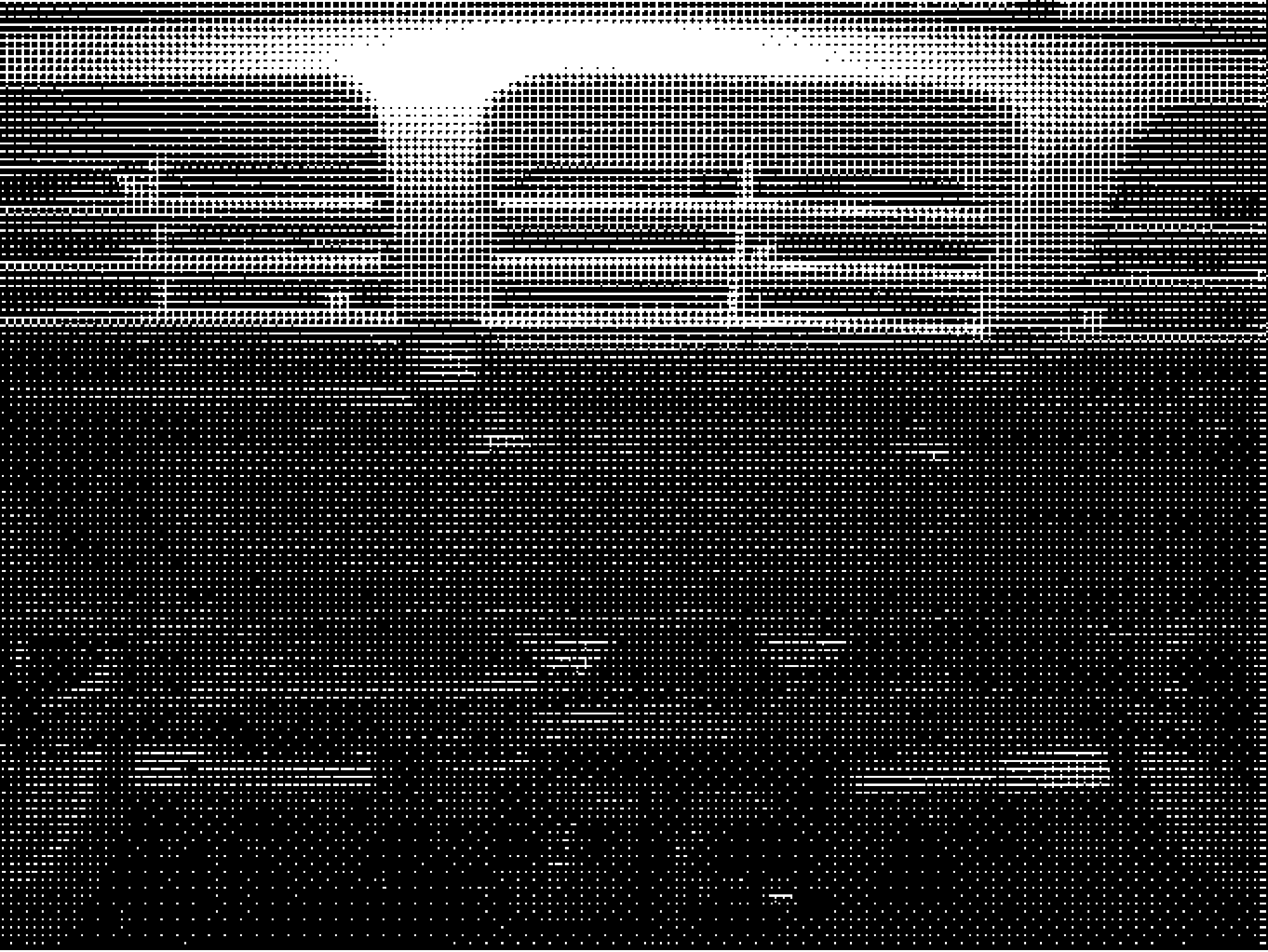

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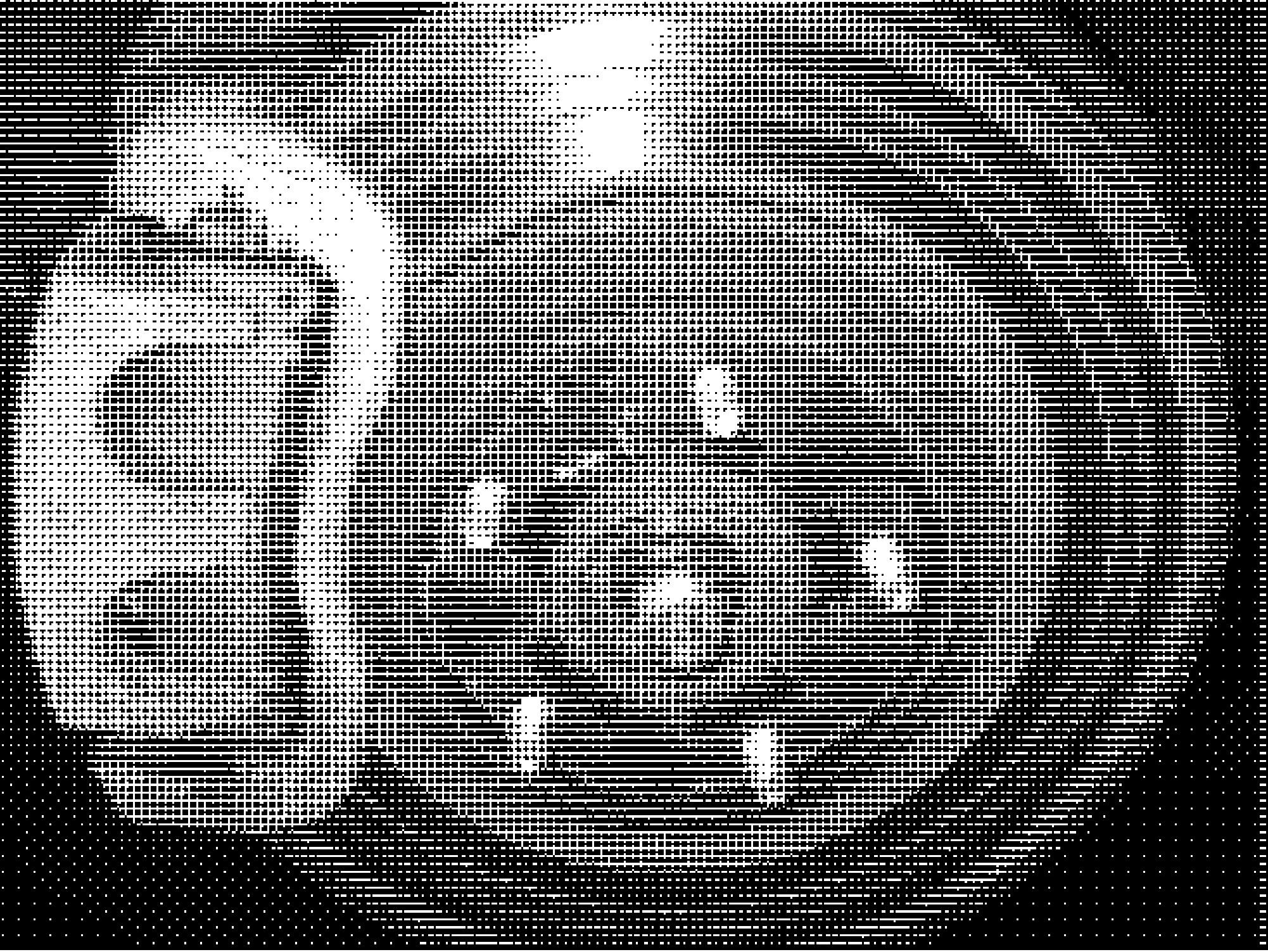

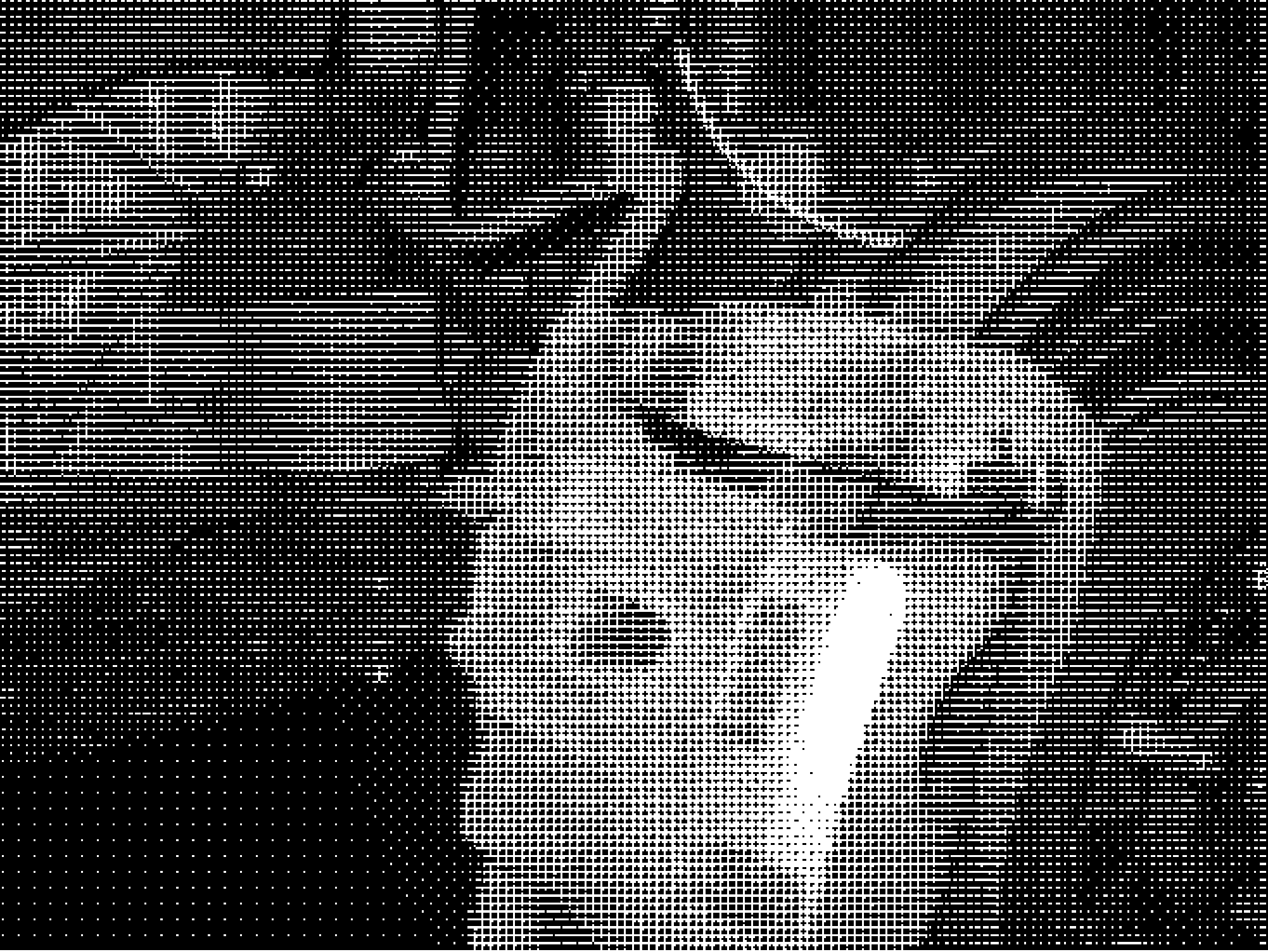

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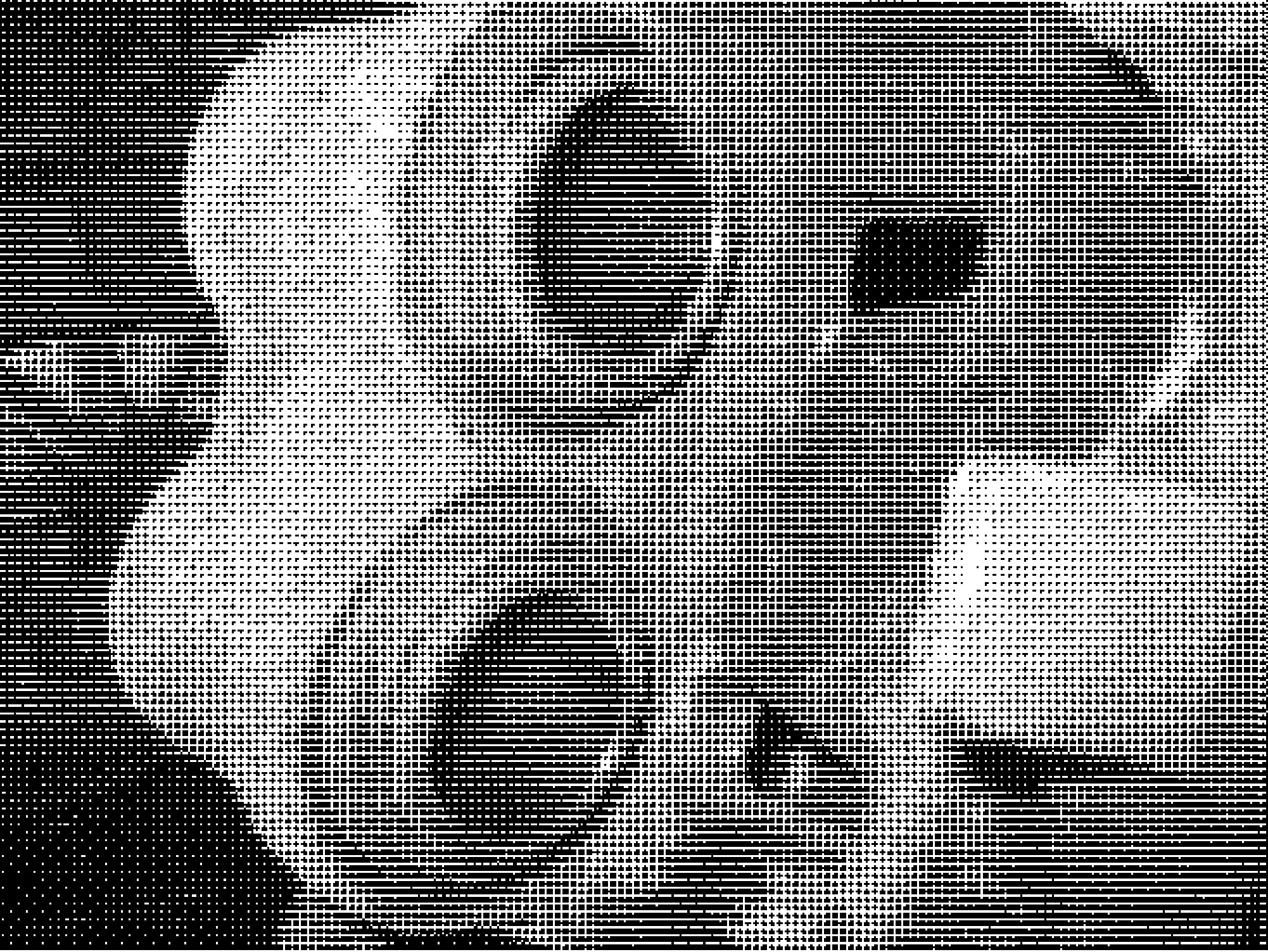

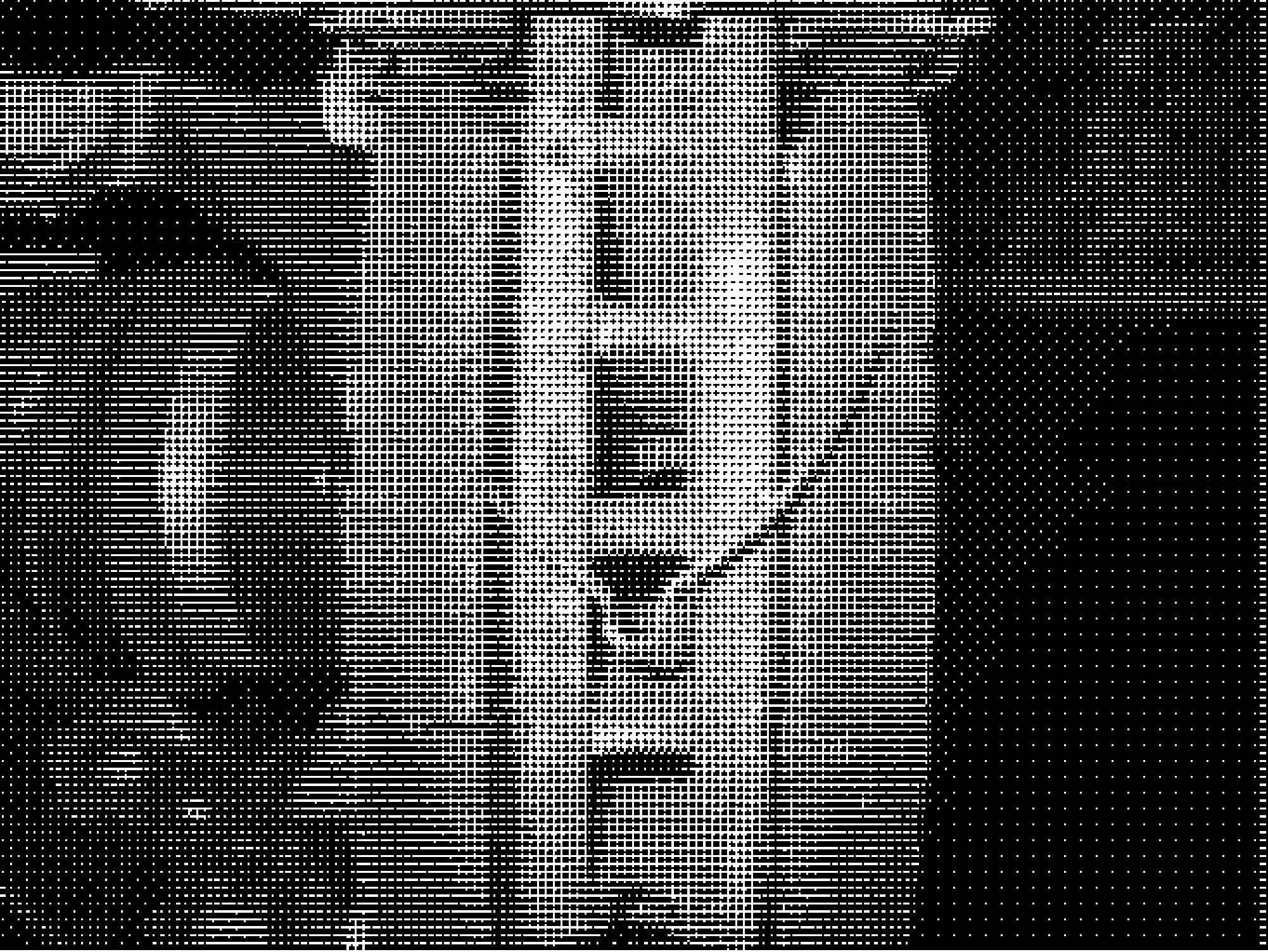

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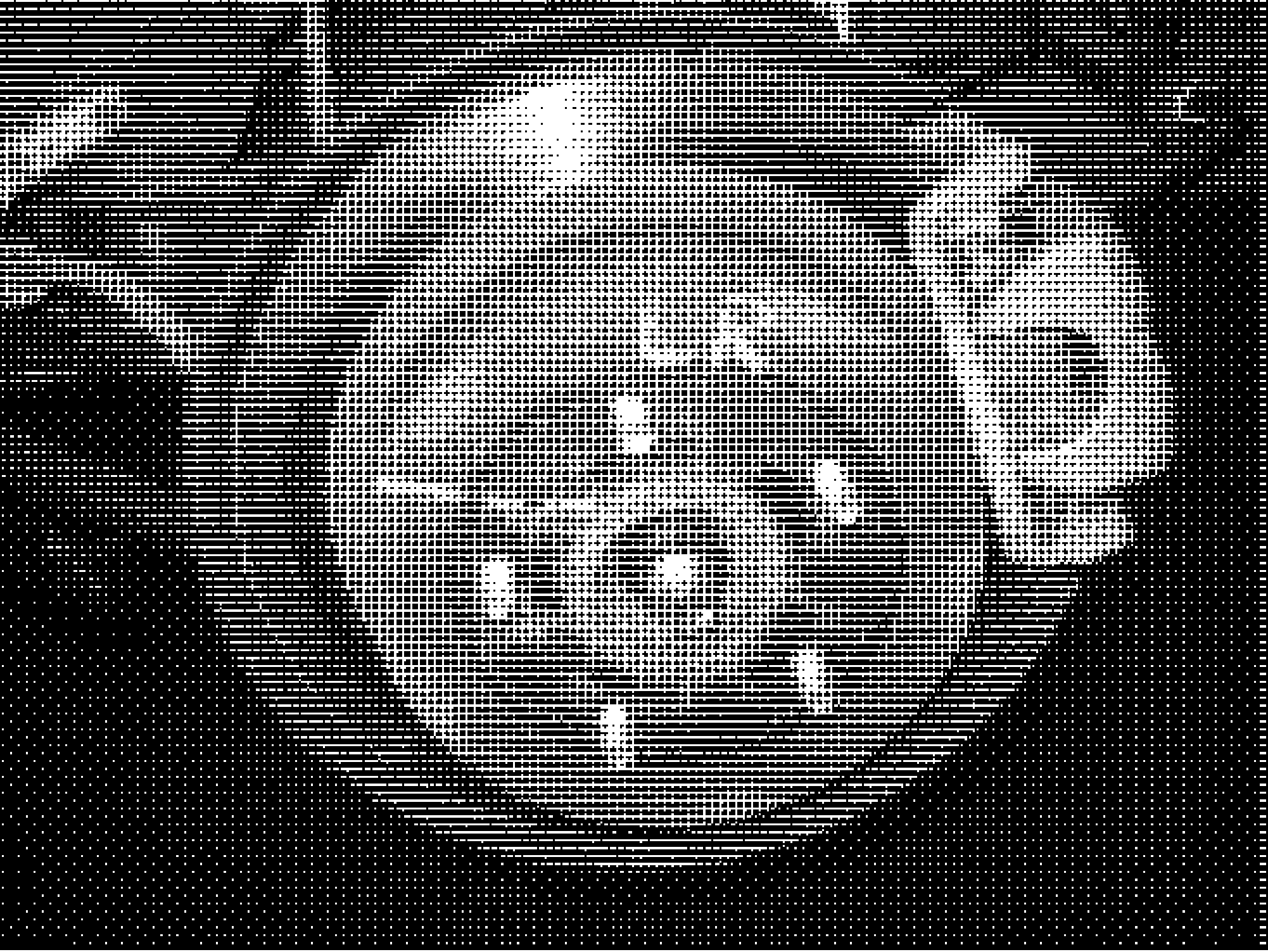

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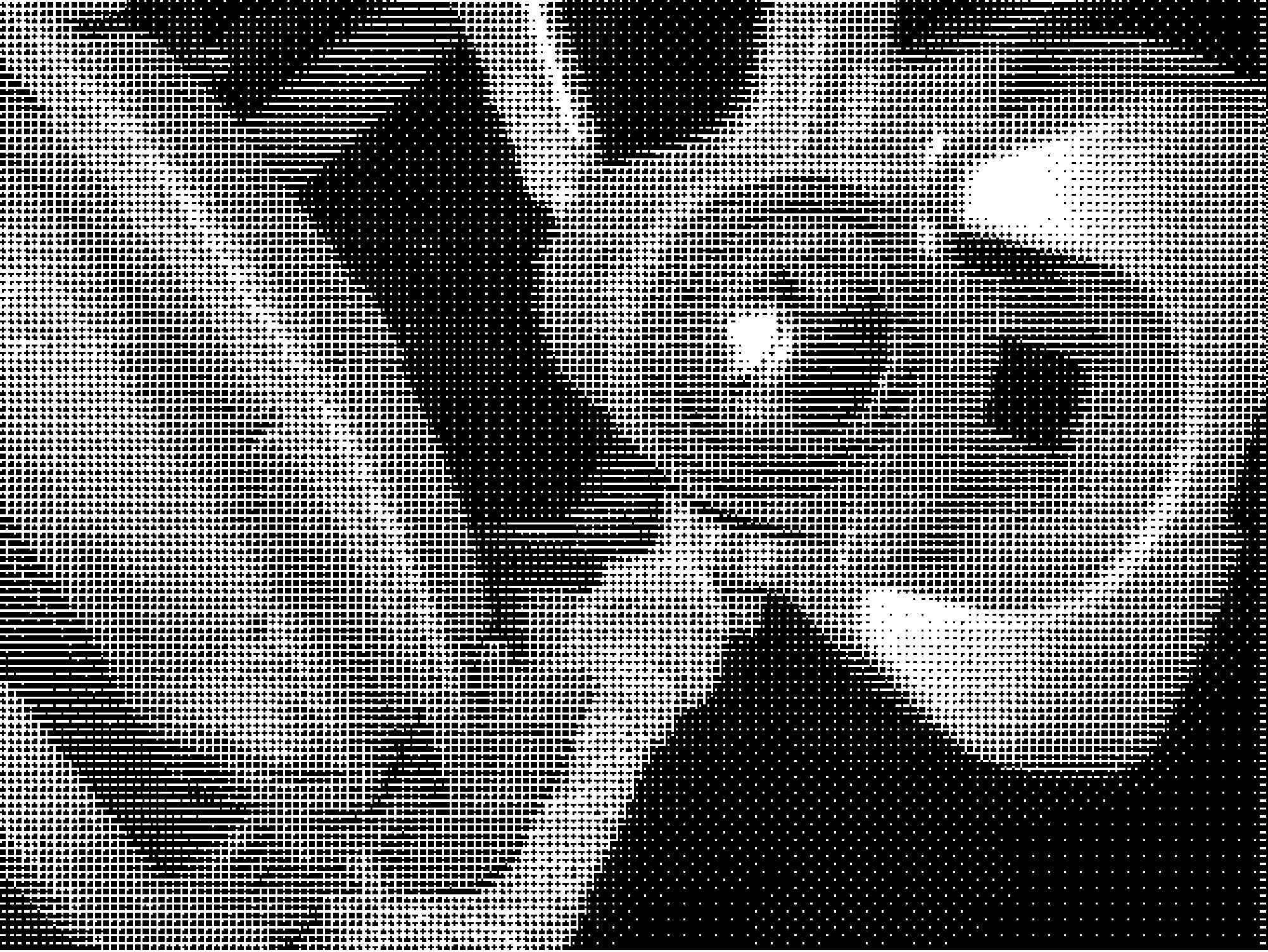

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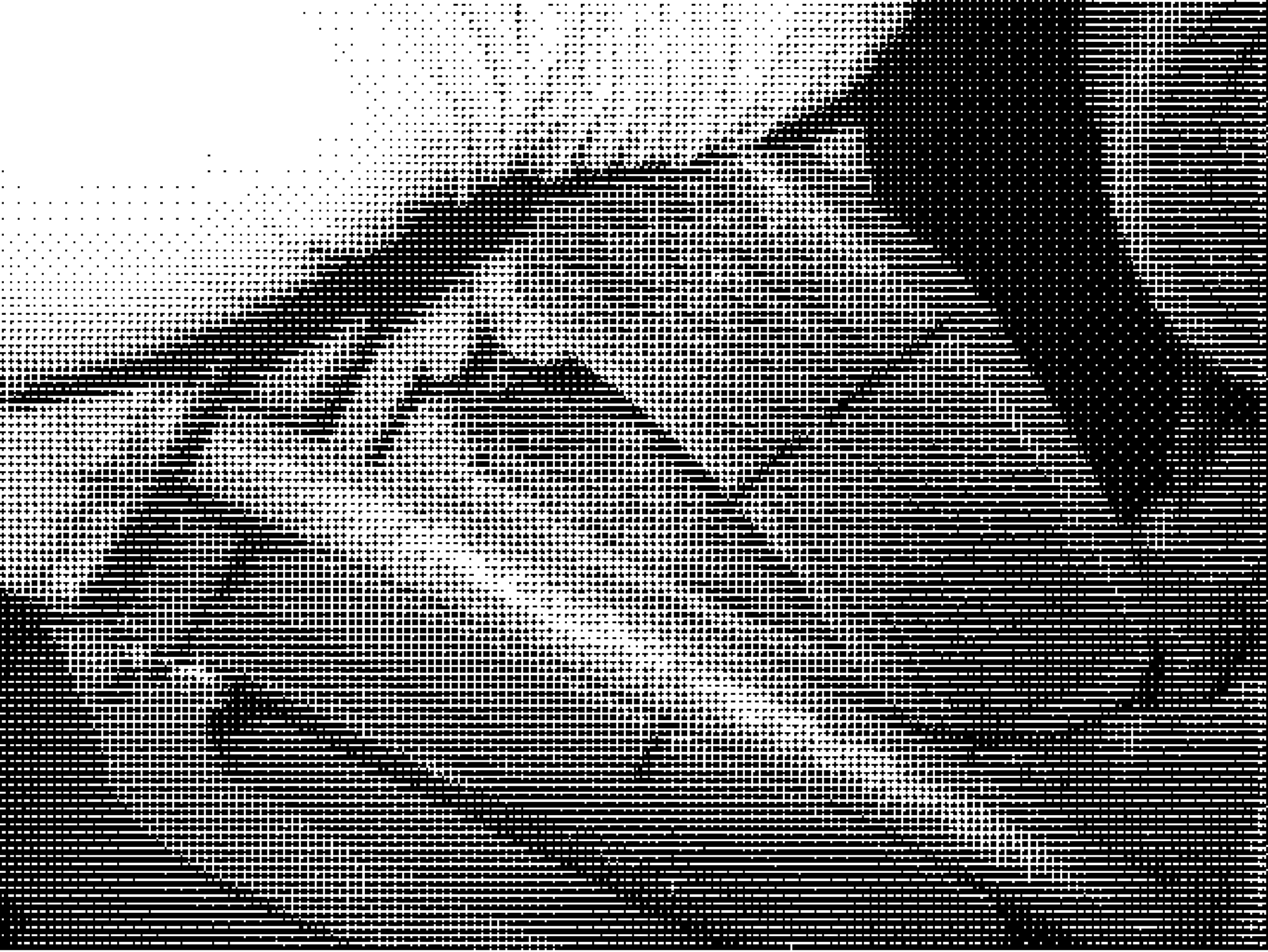

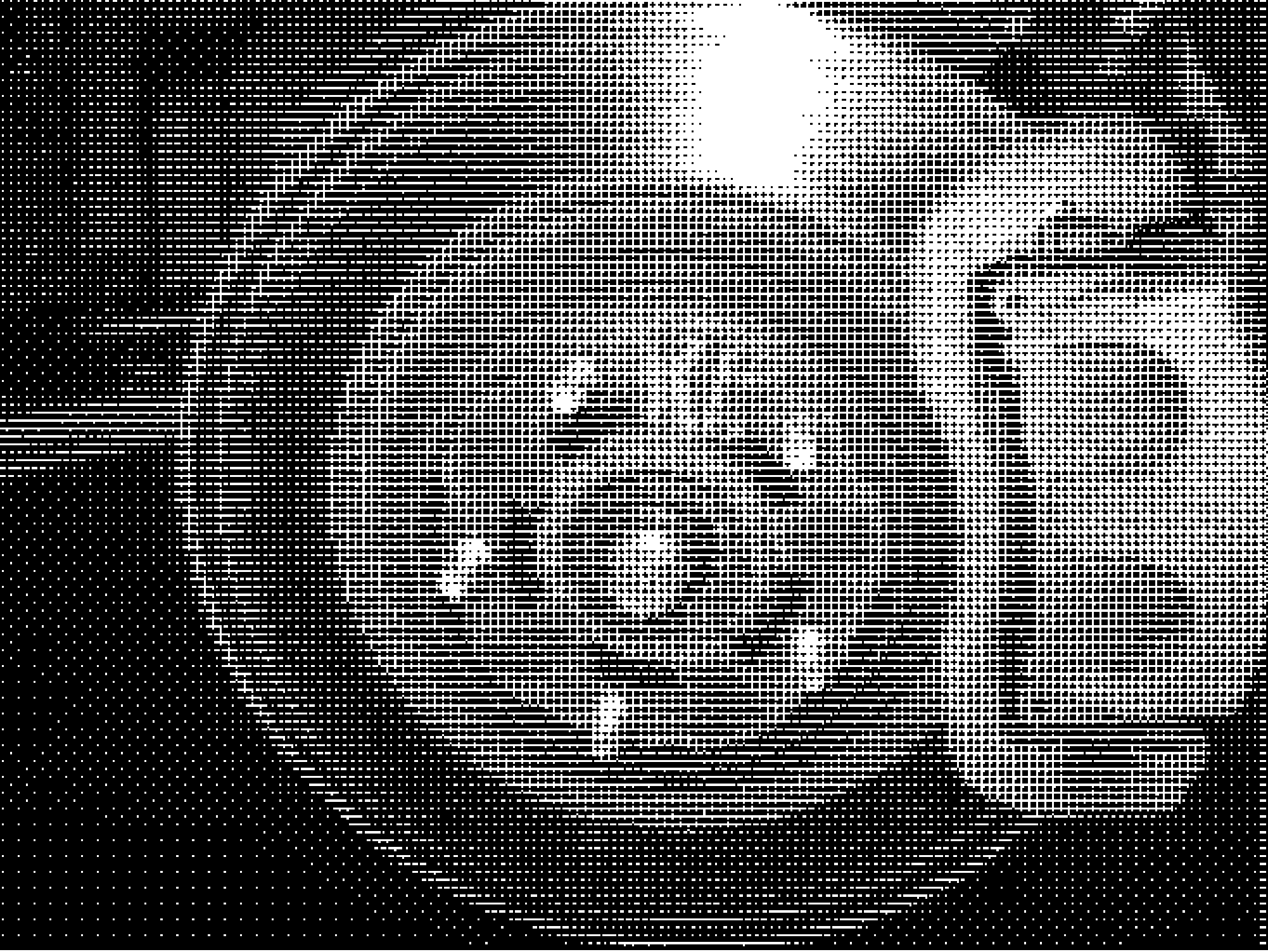

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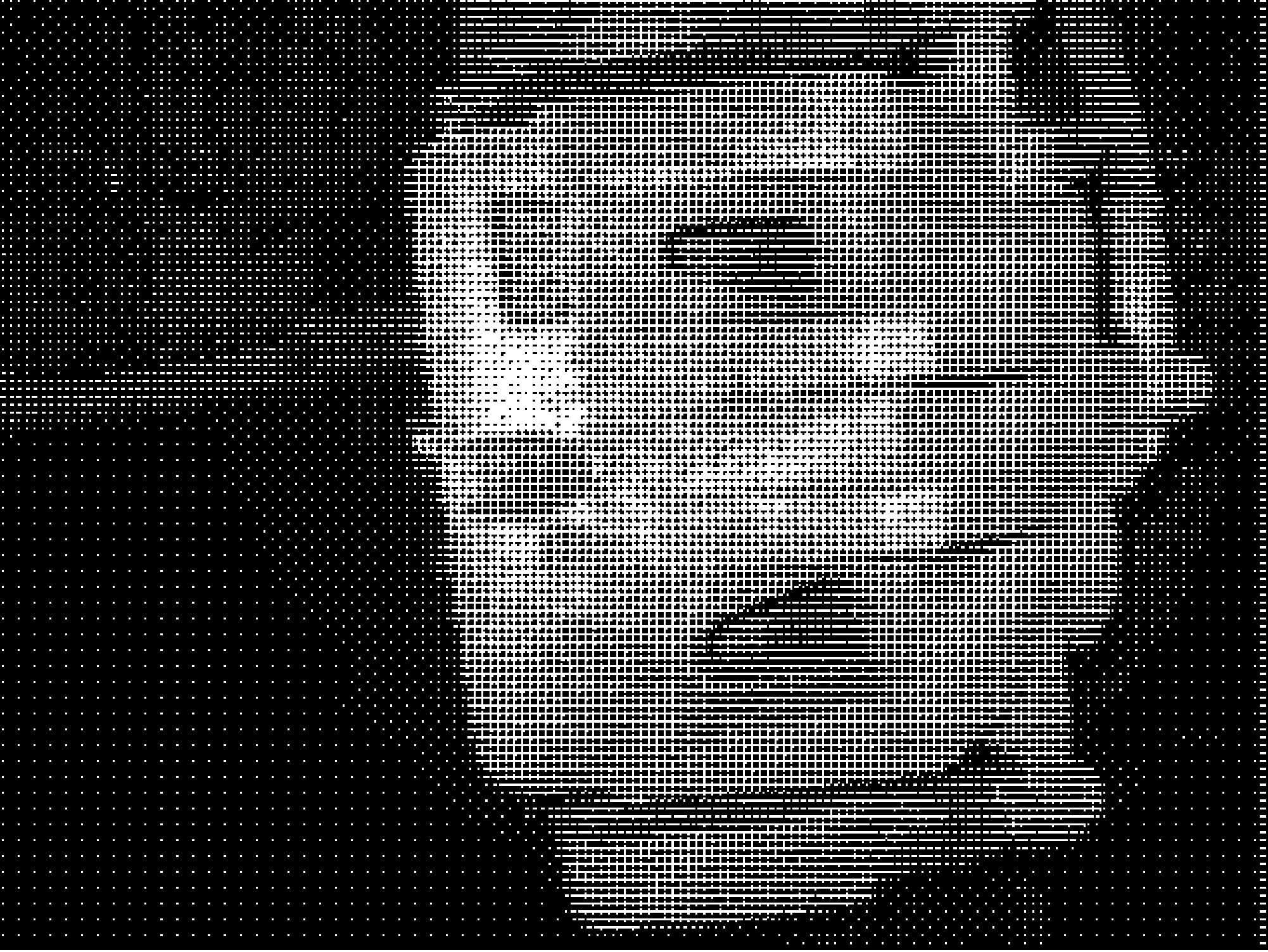

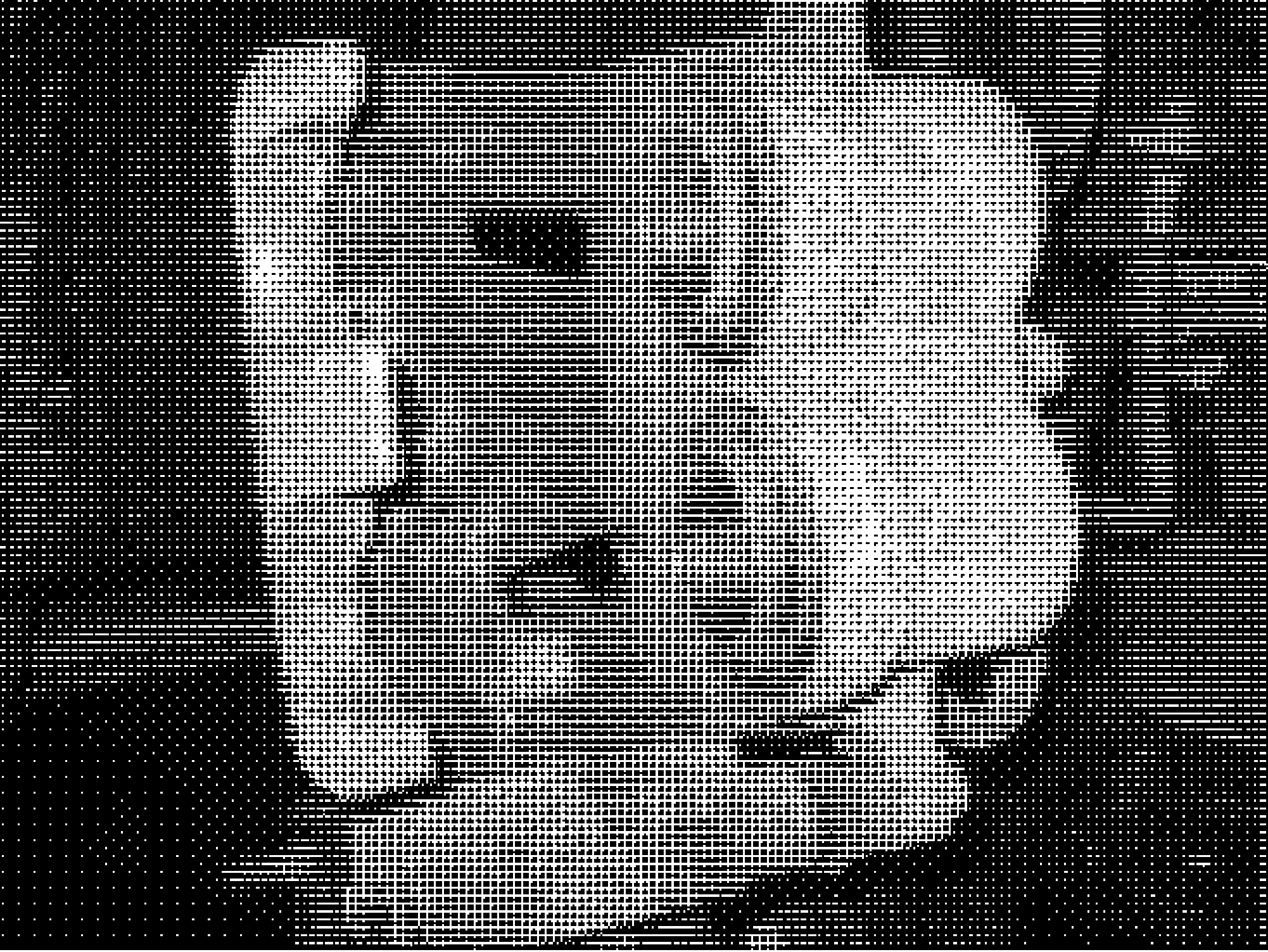

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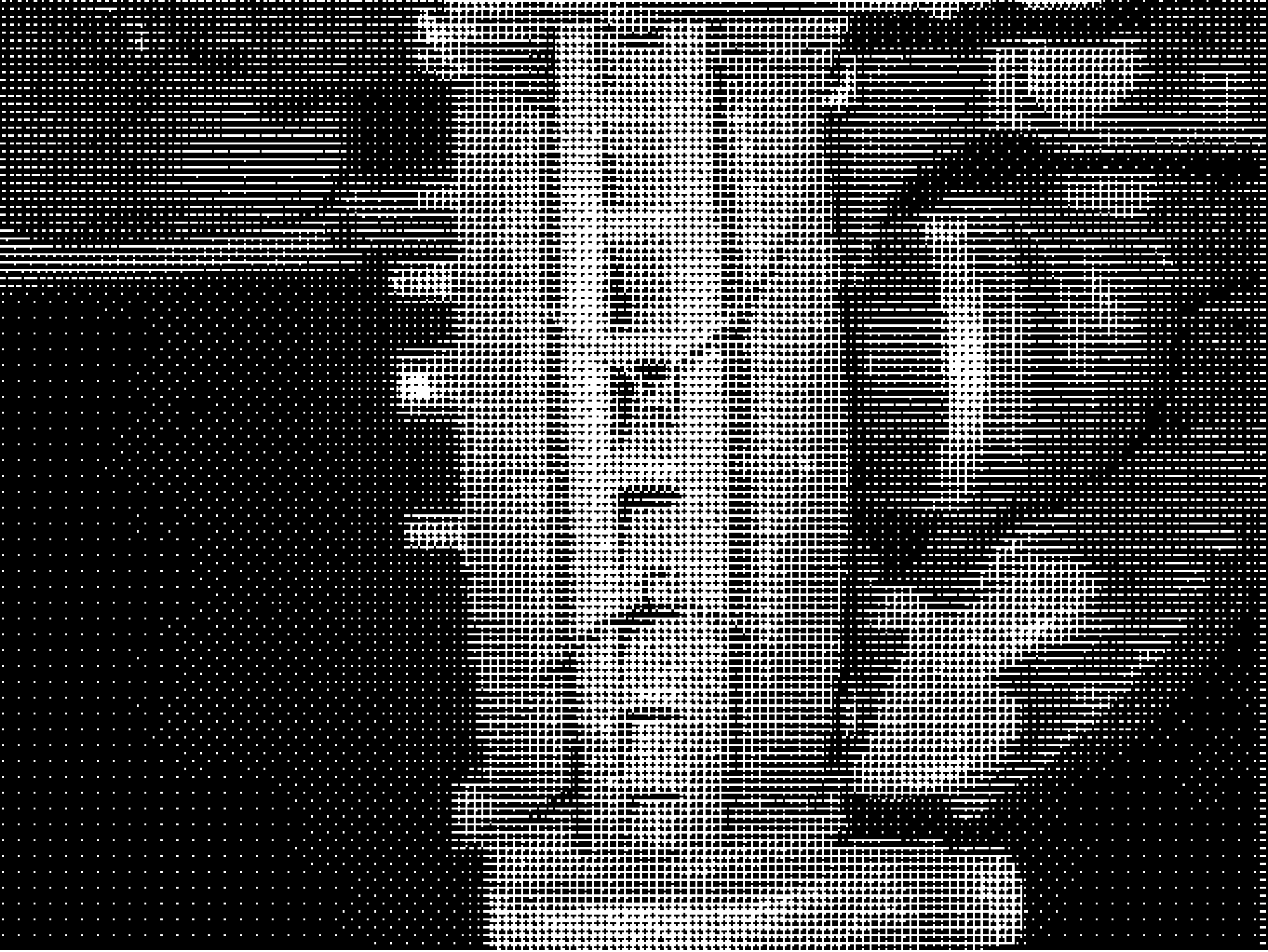

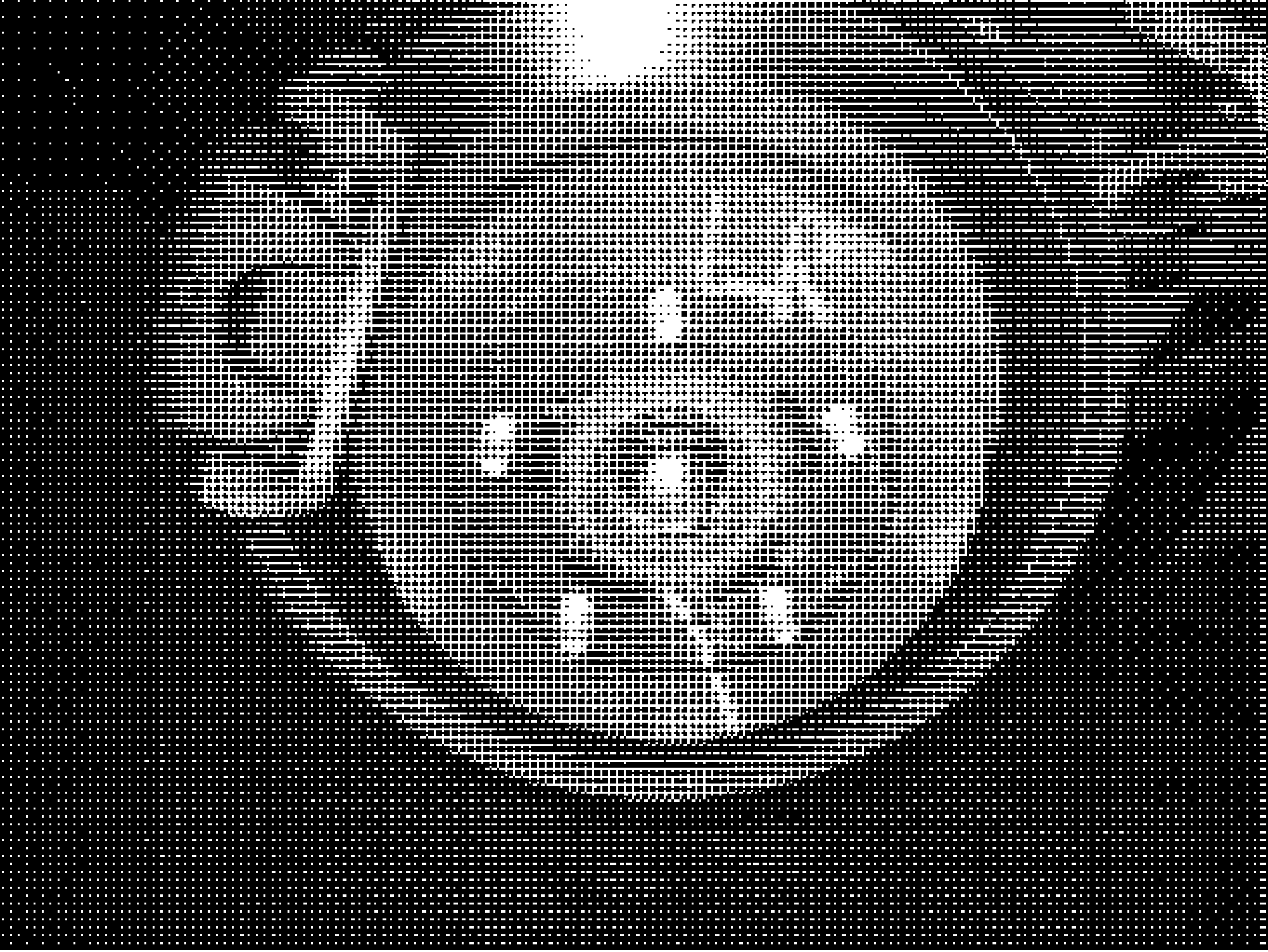

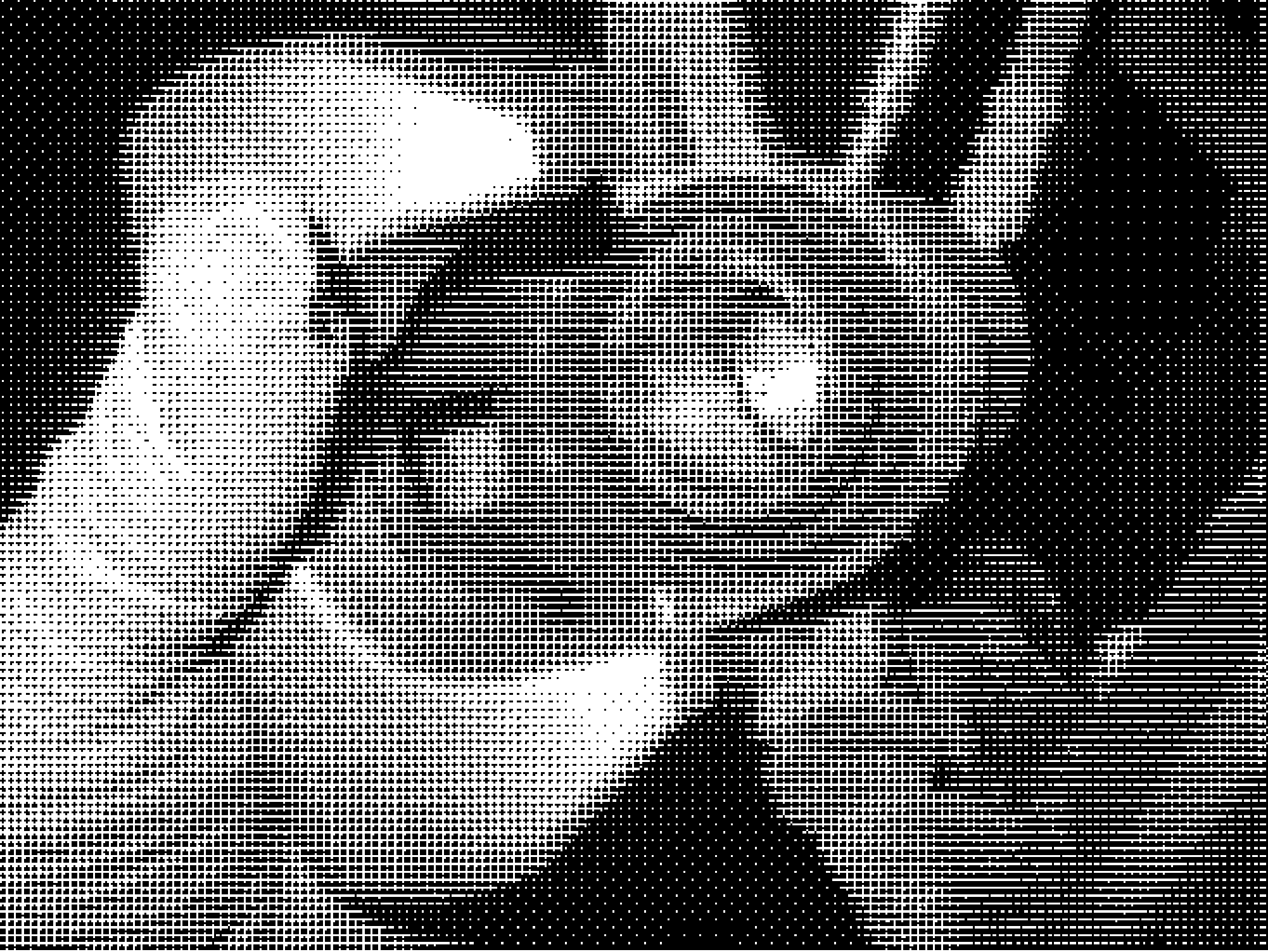

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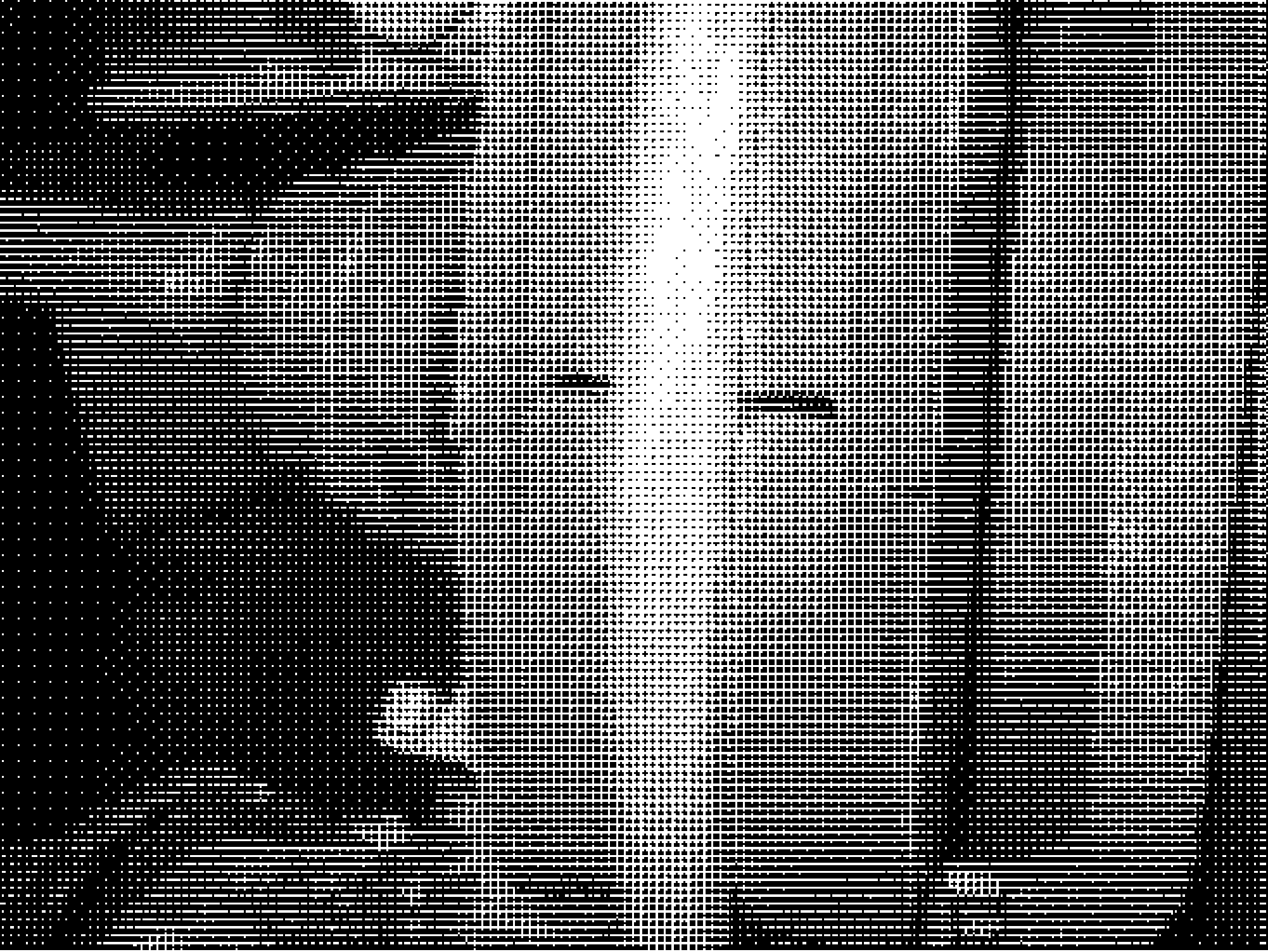

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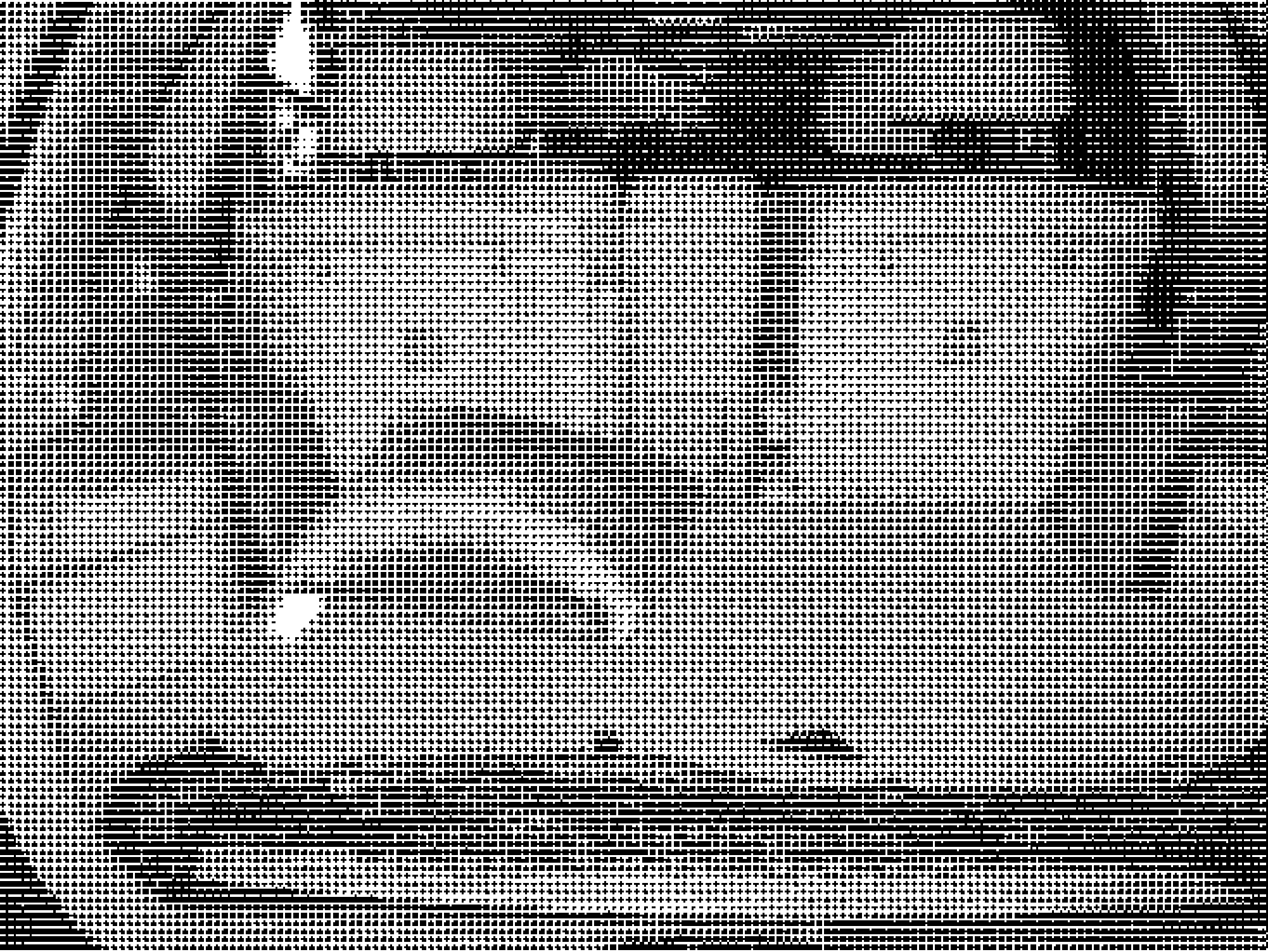

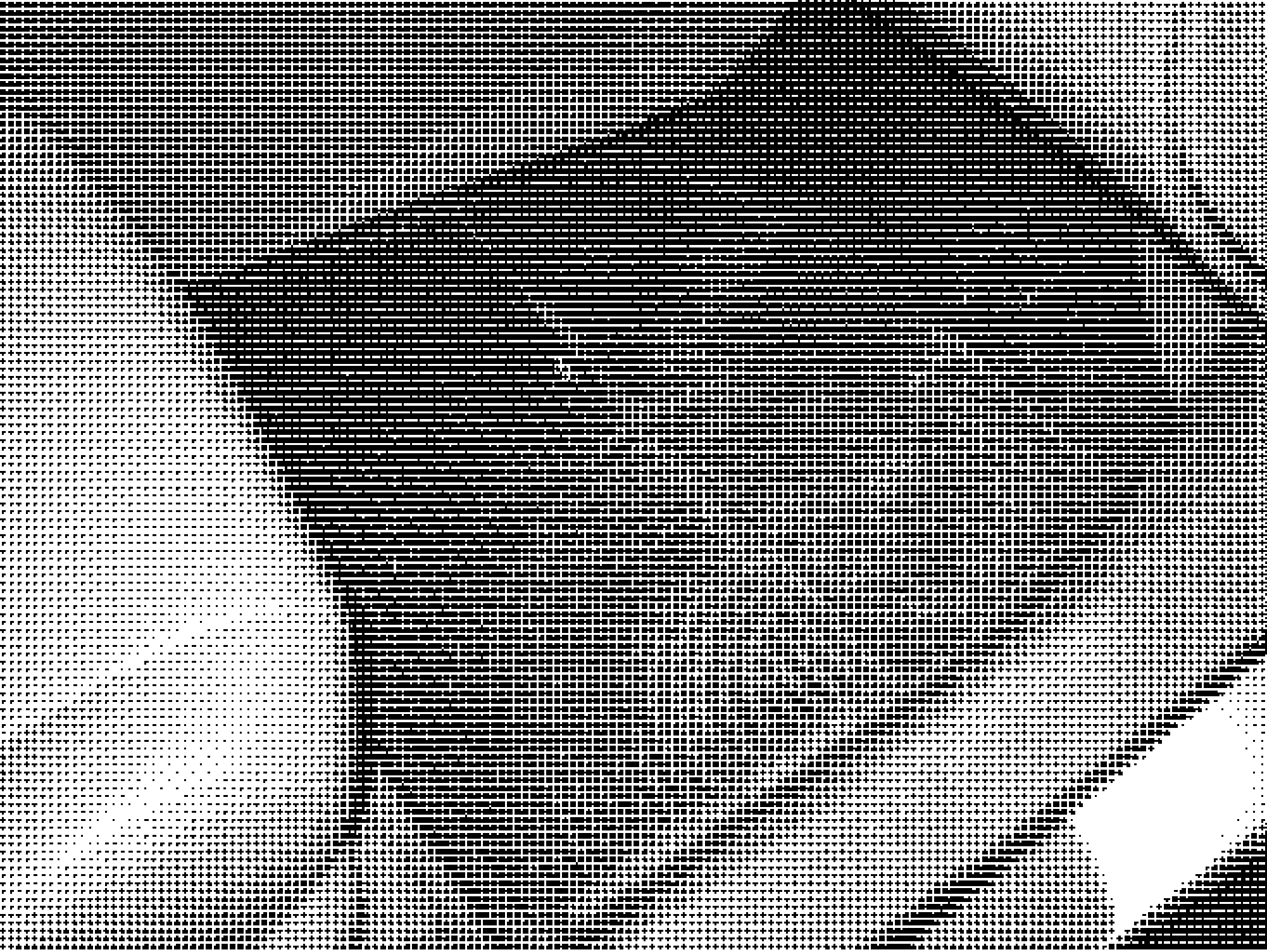

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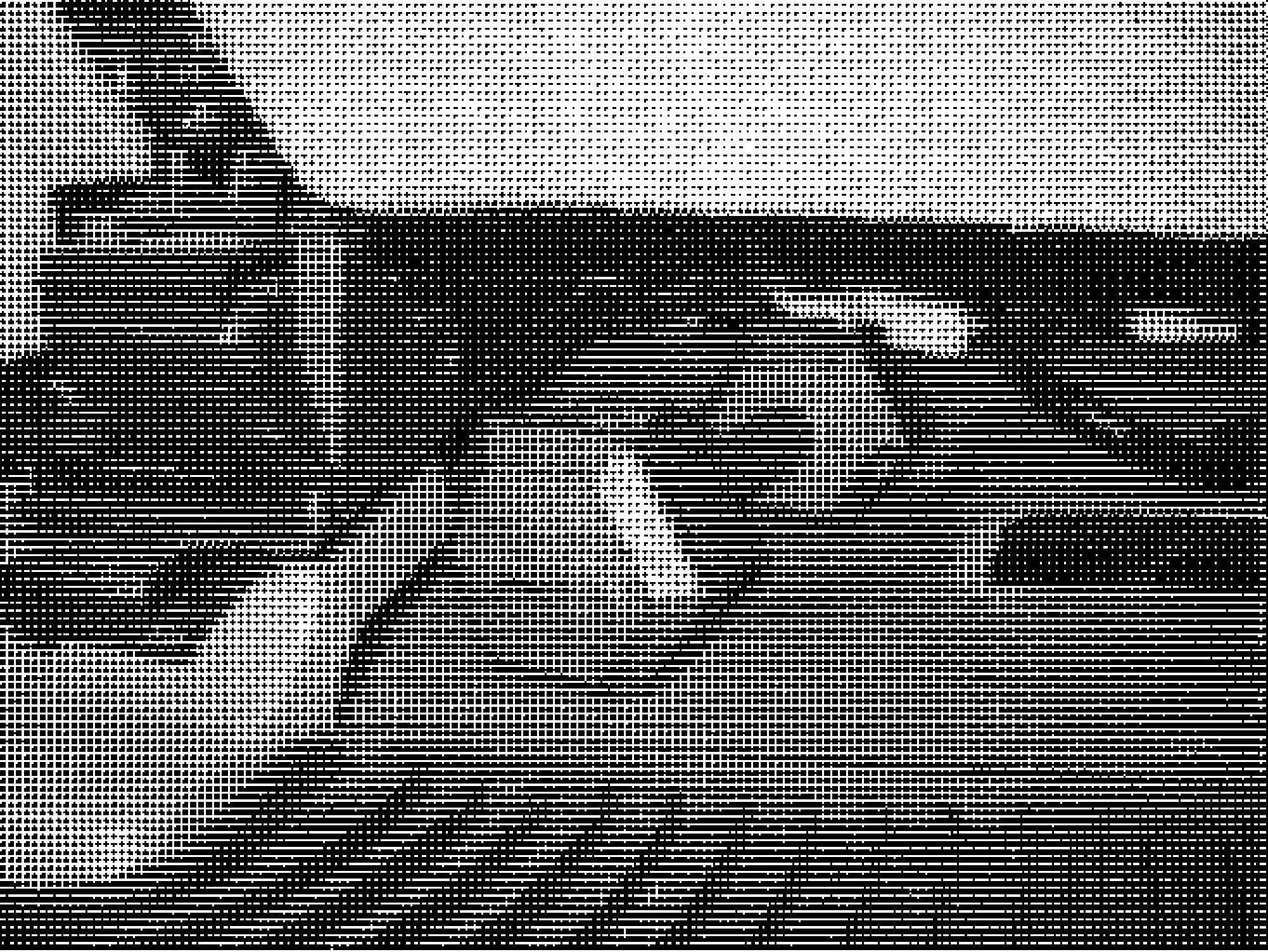

TOY-RQ-05D-00000636

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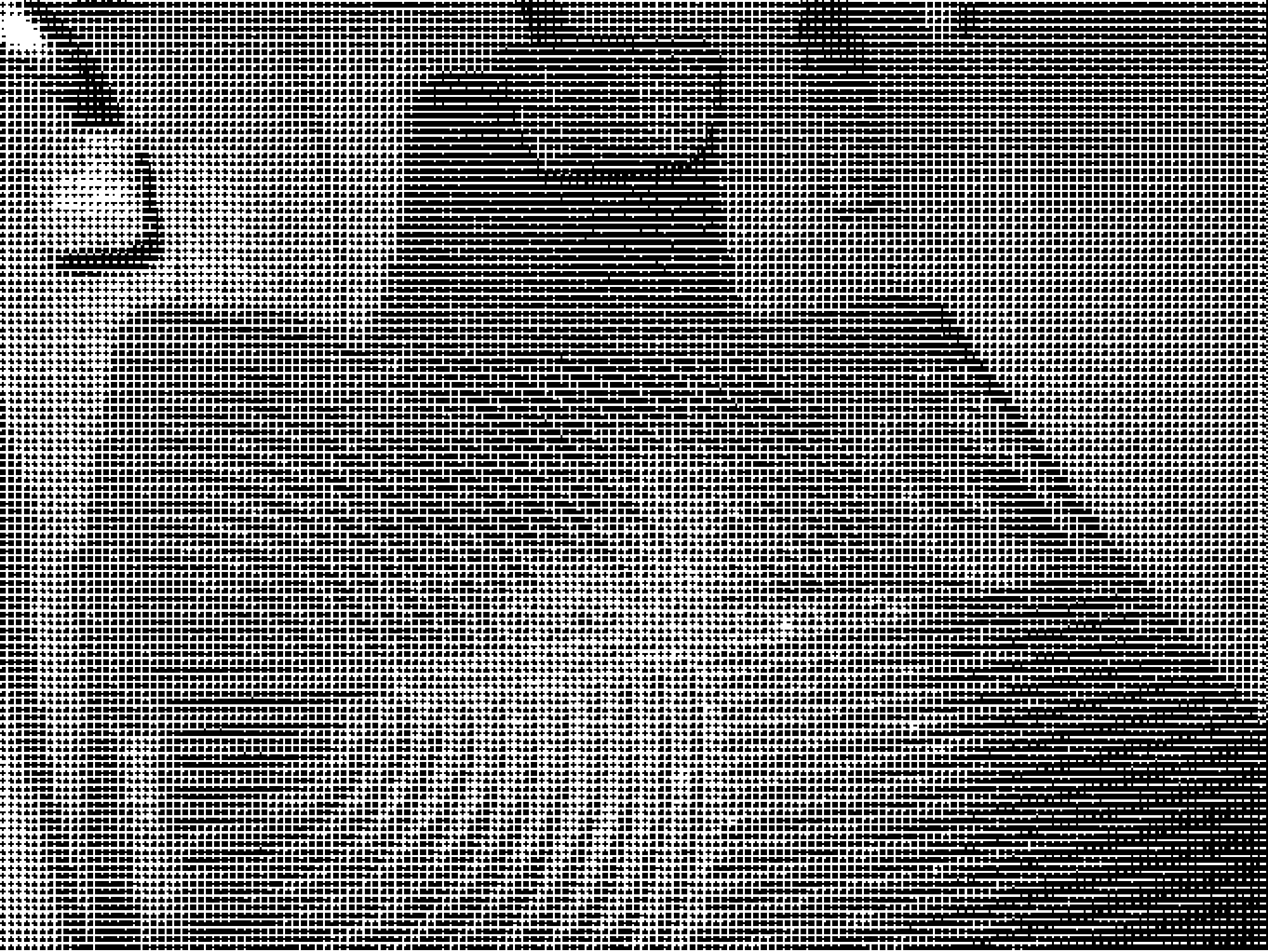

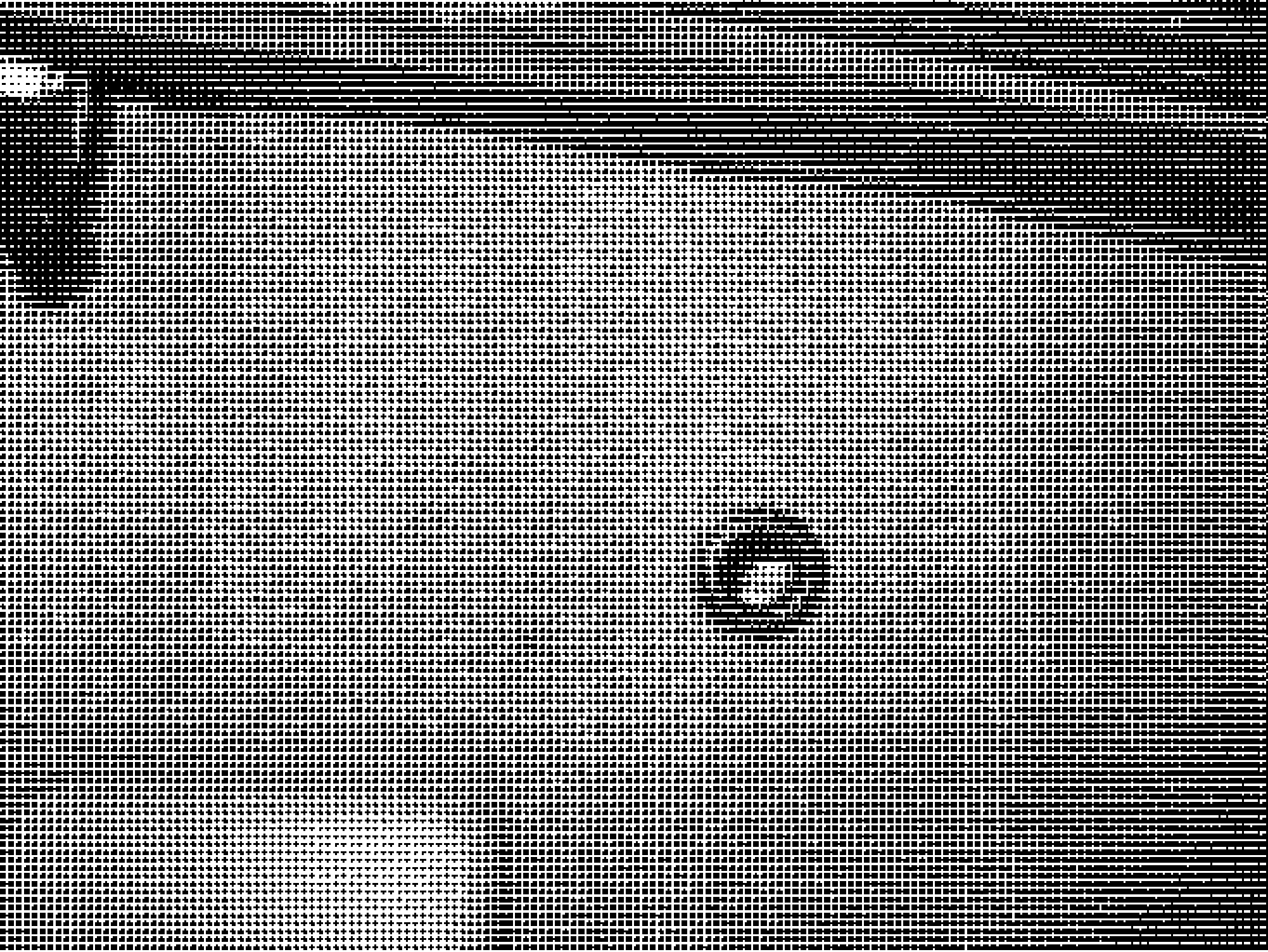

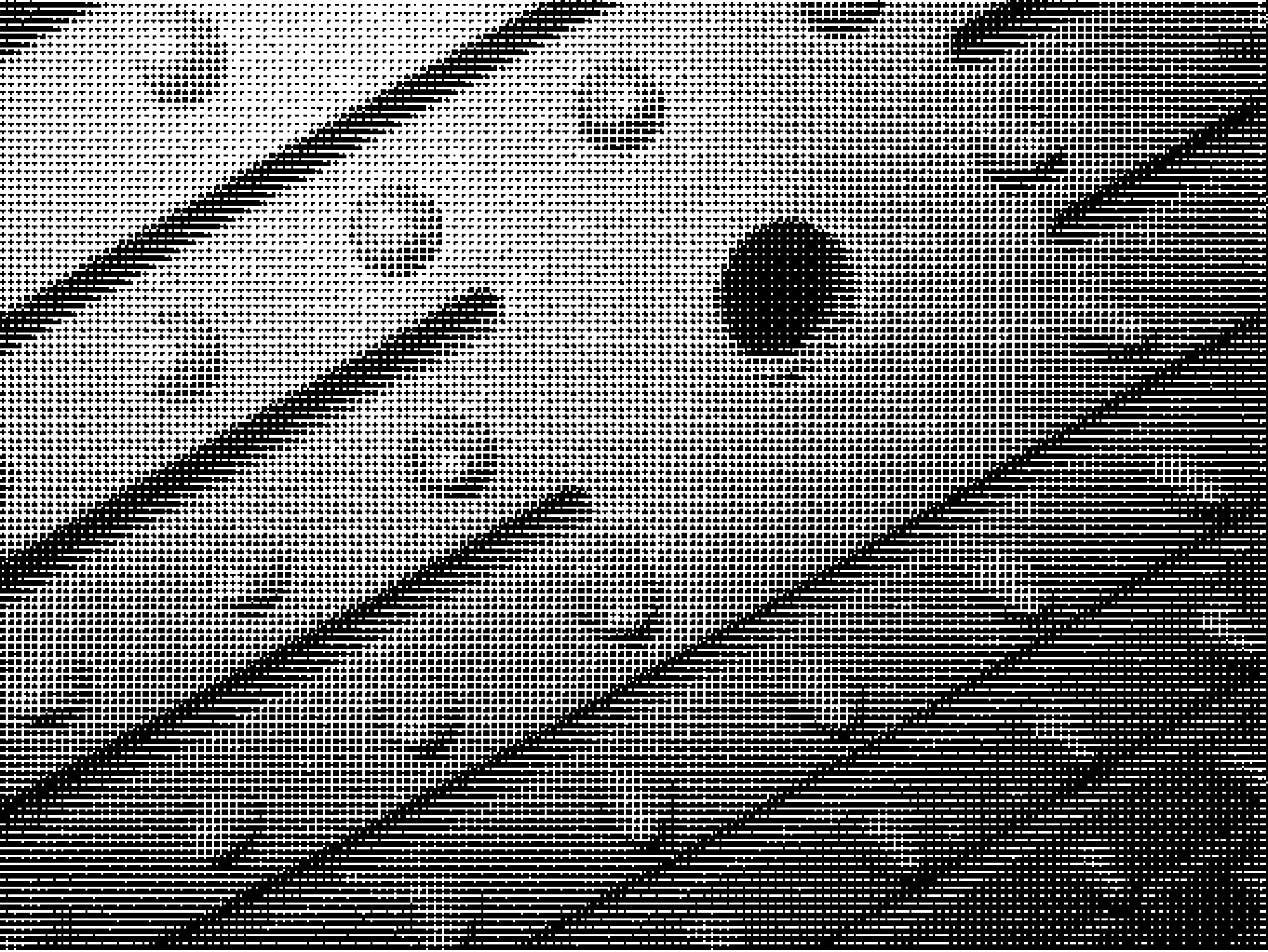

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TOY-RQ-05D-00000644

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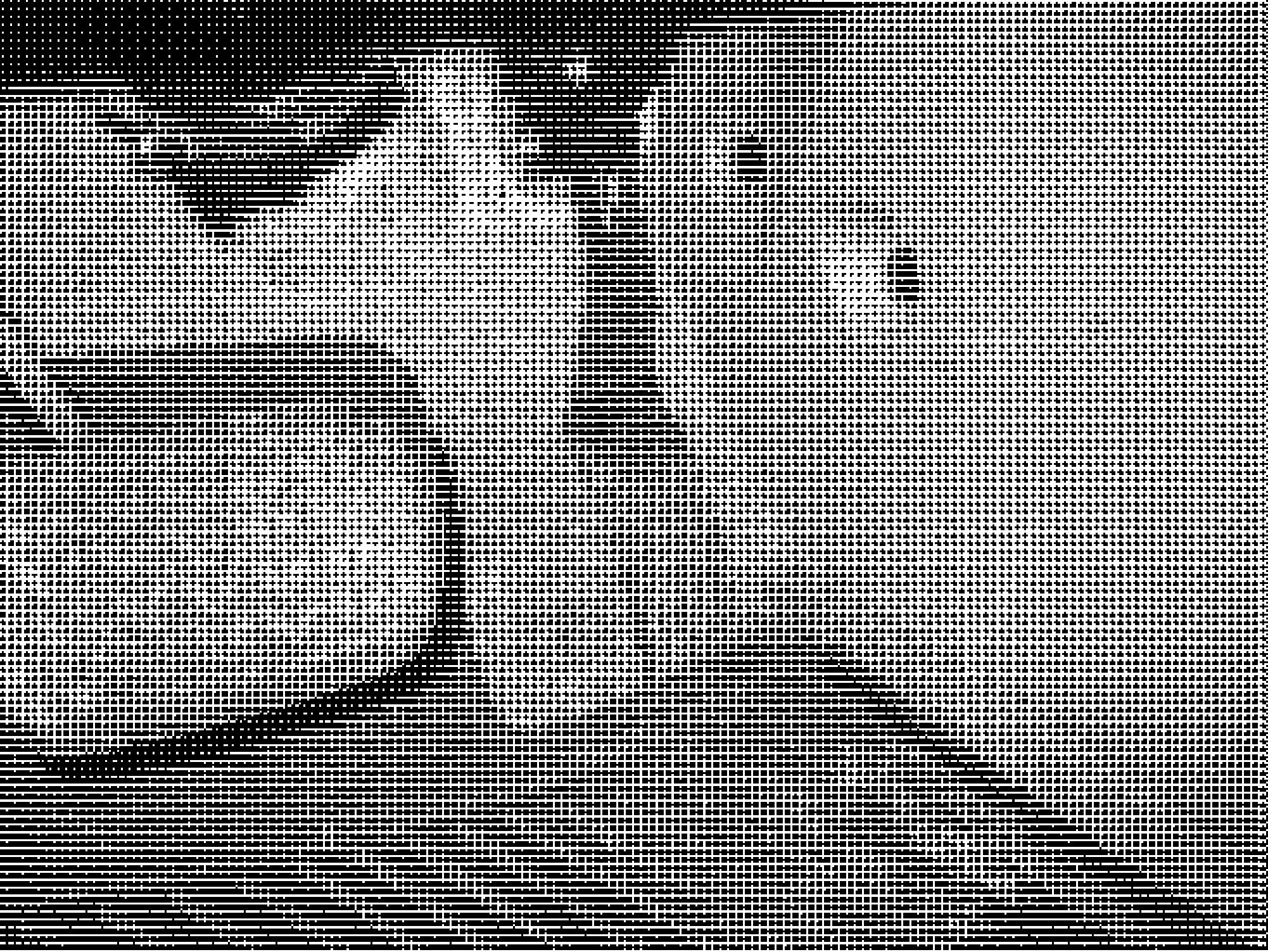

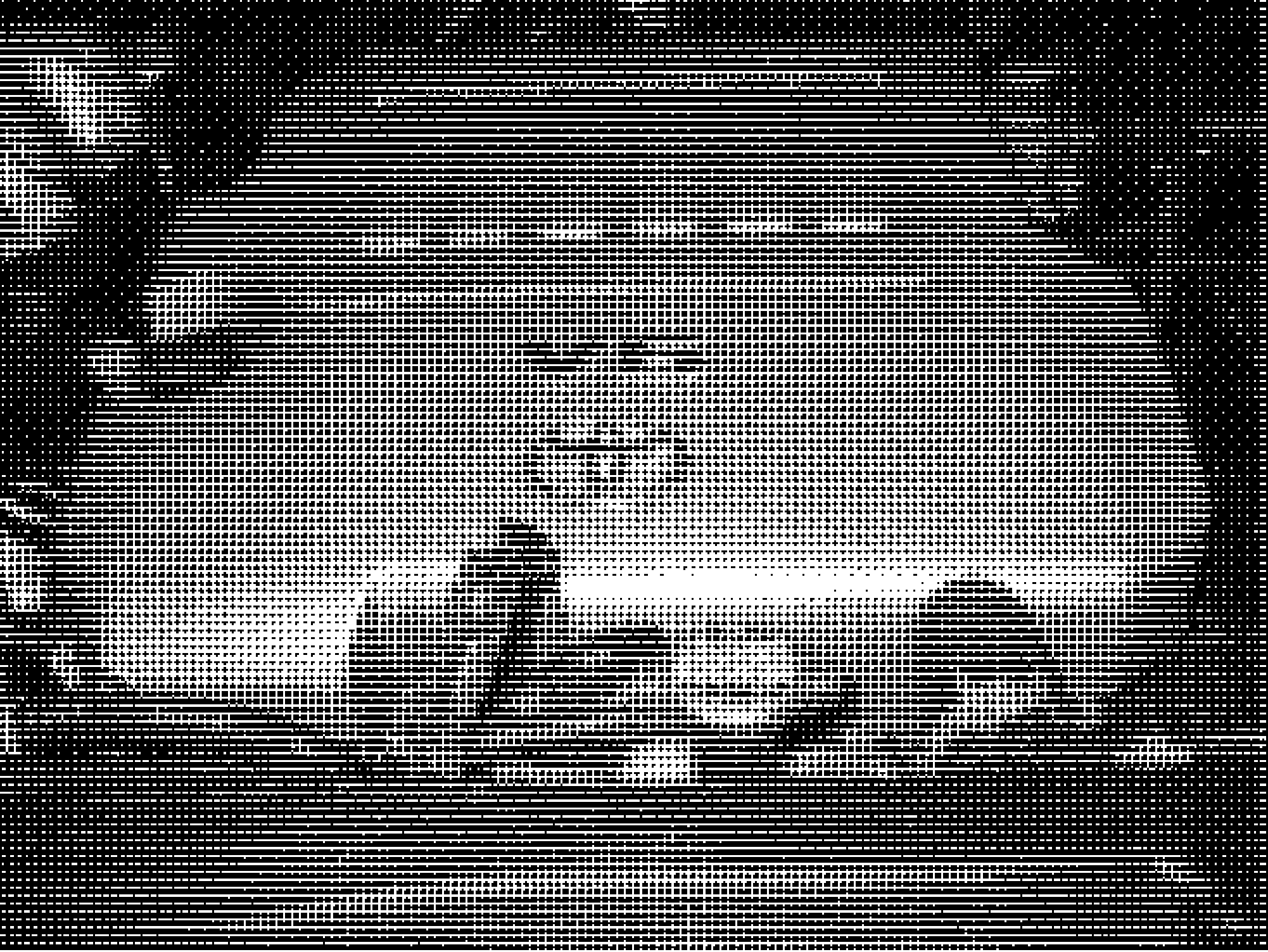

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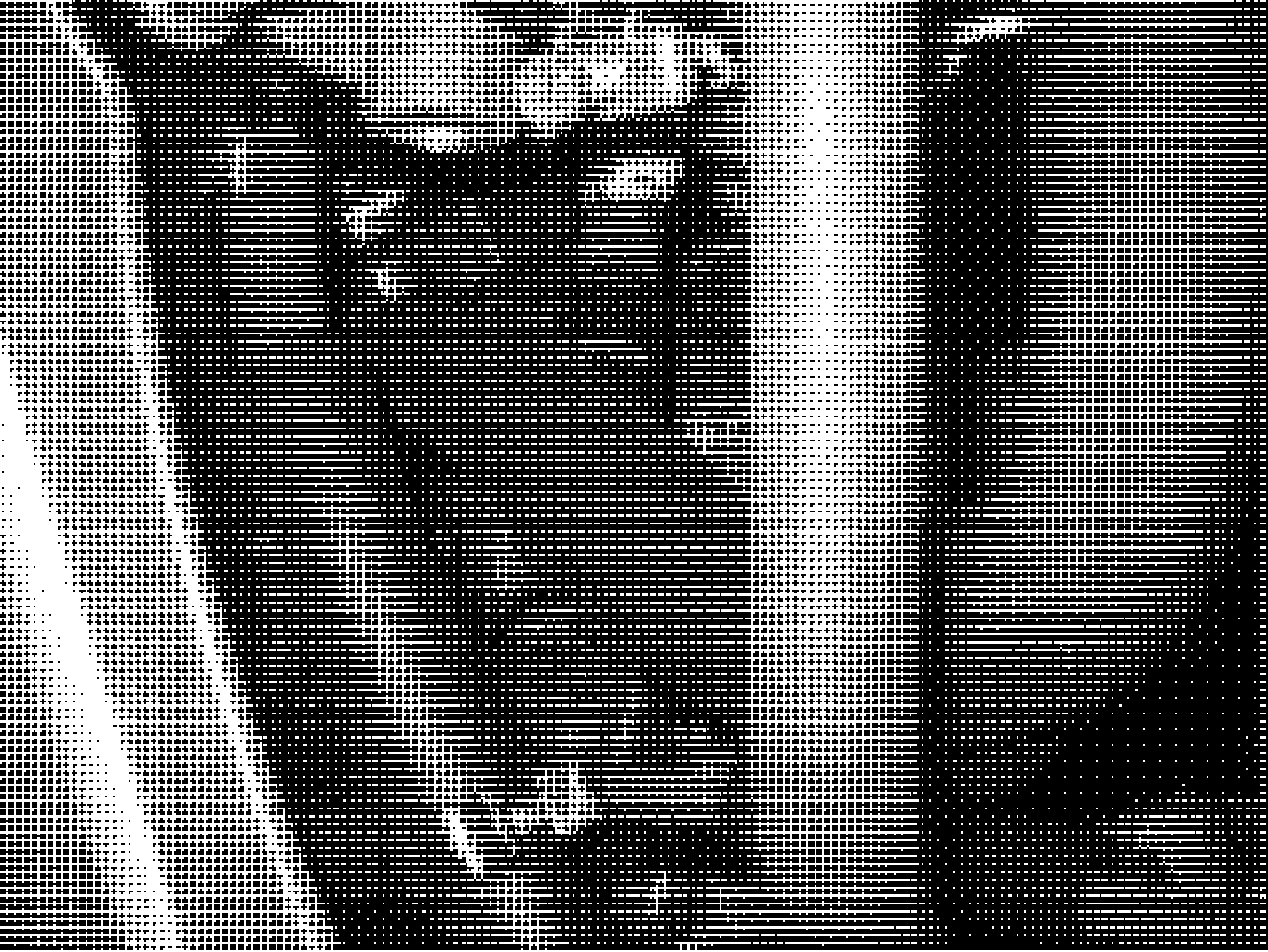

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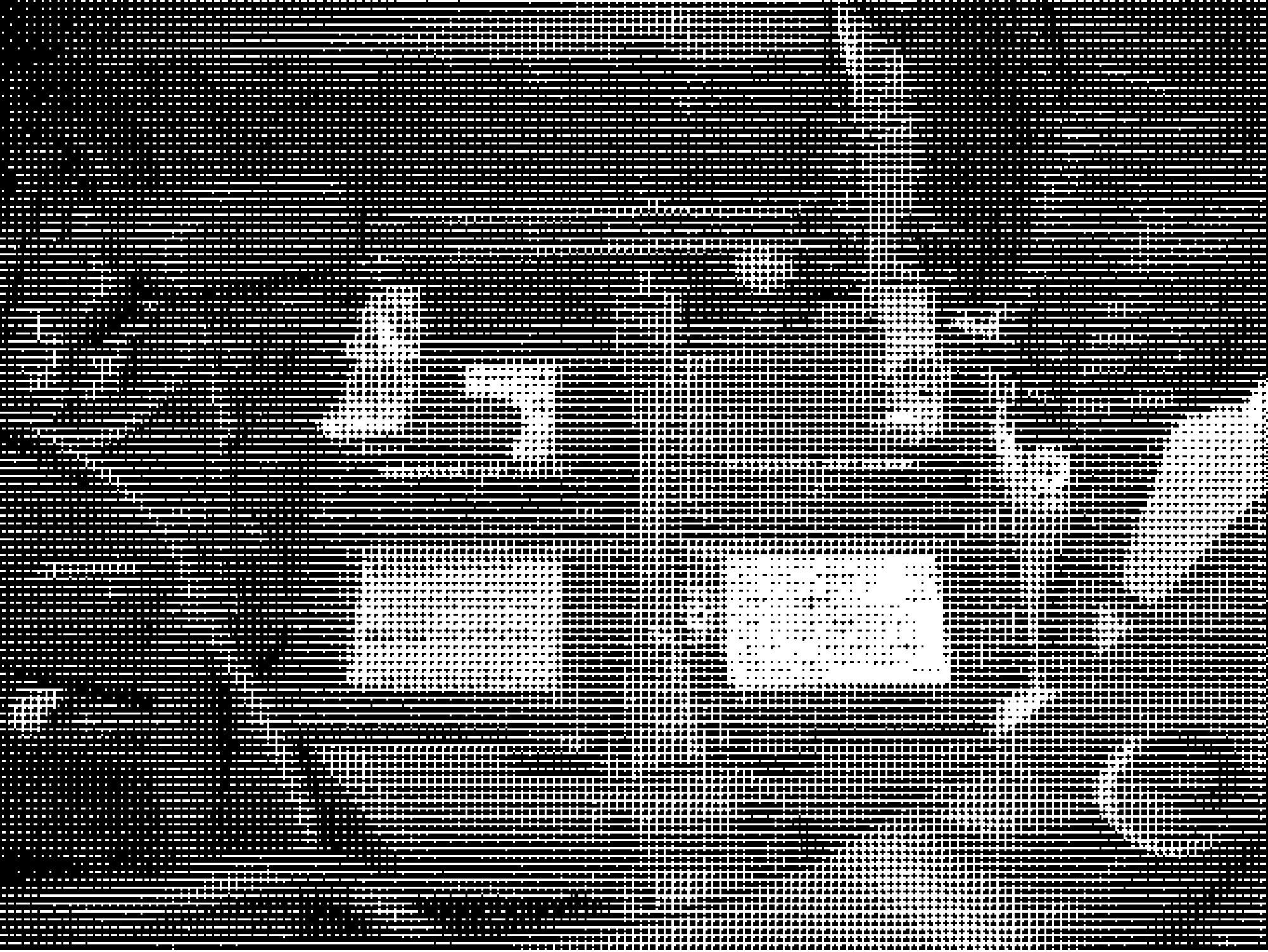

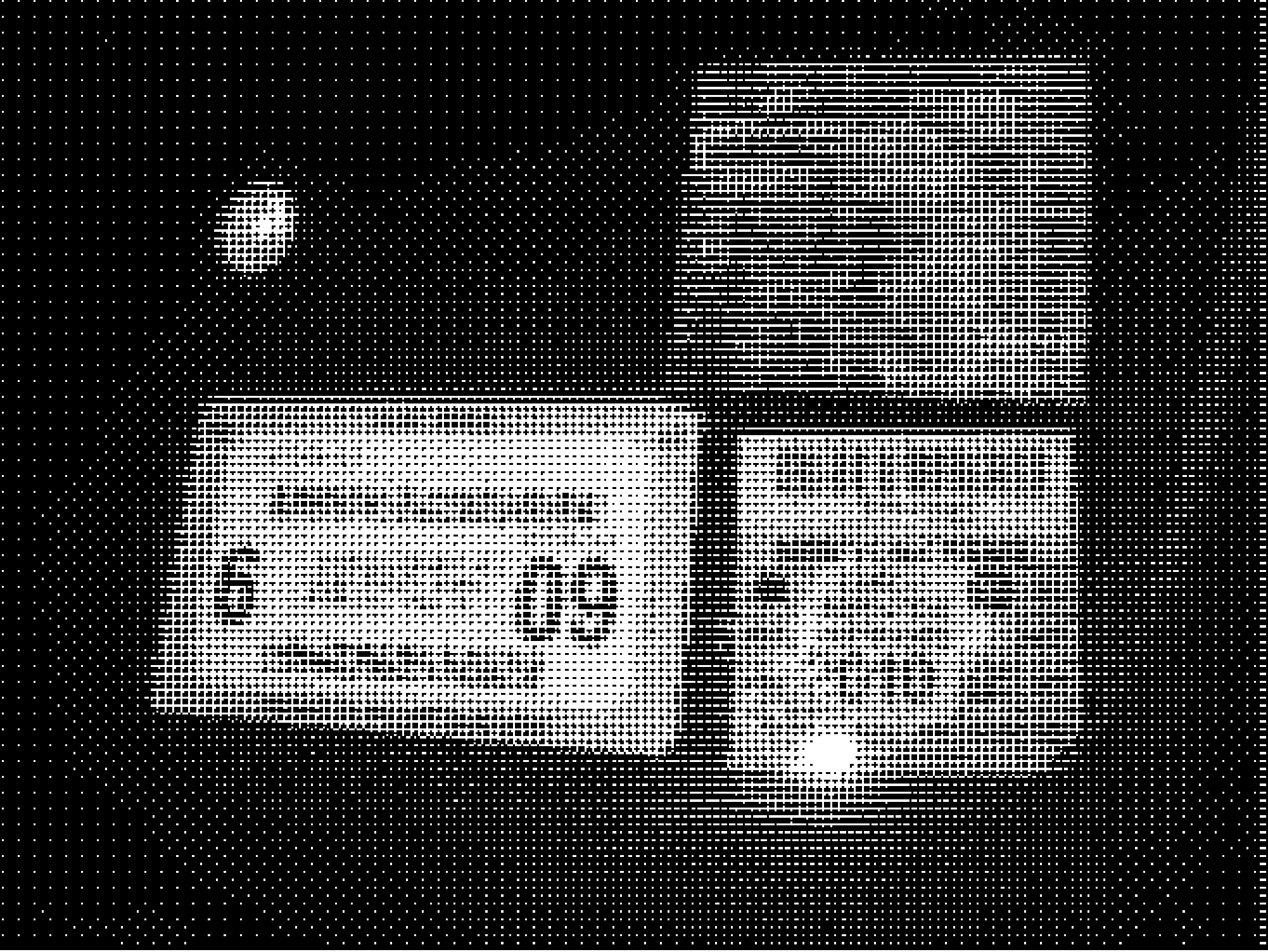

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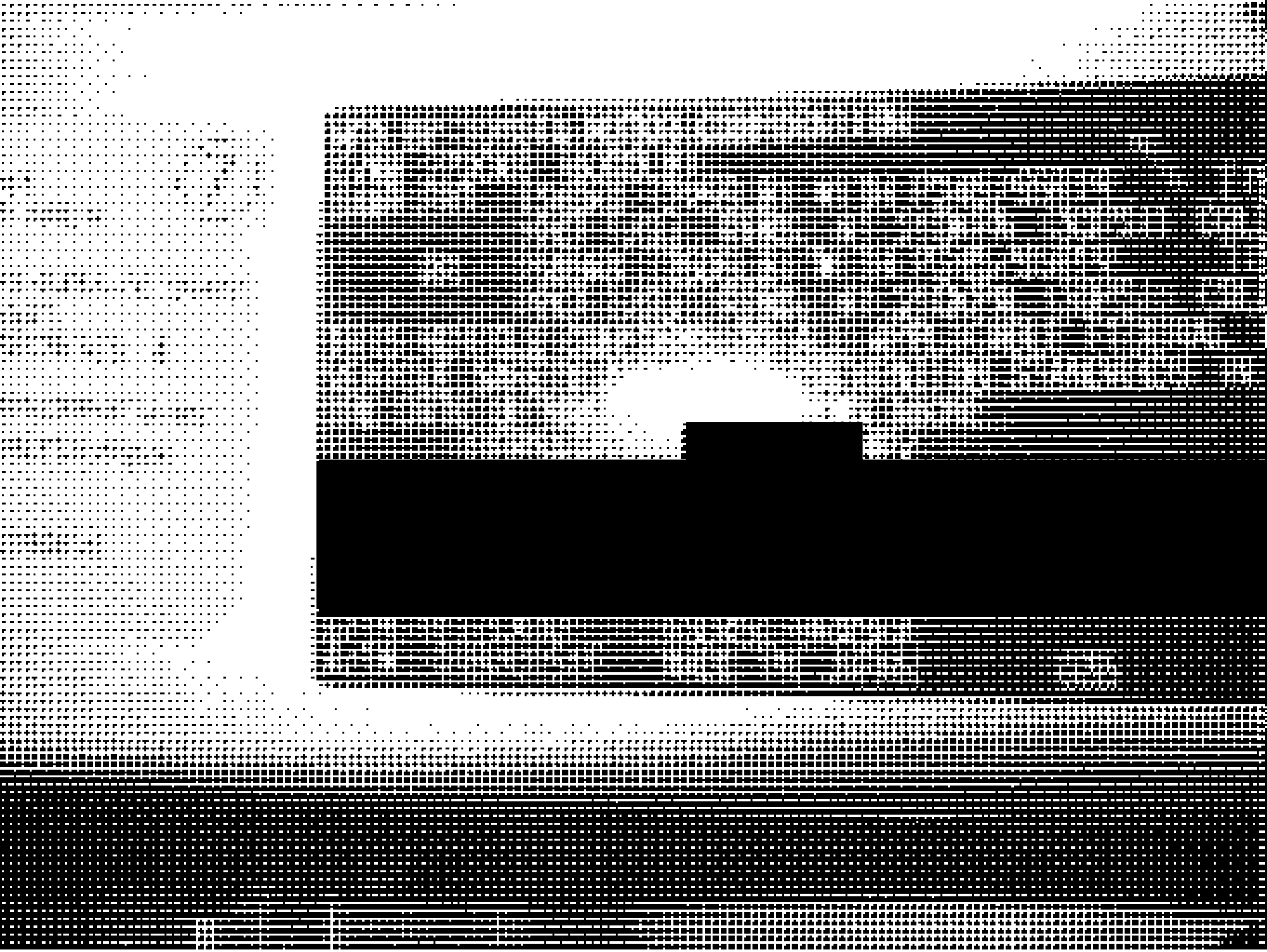

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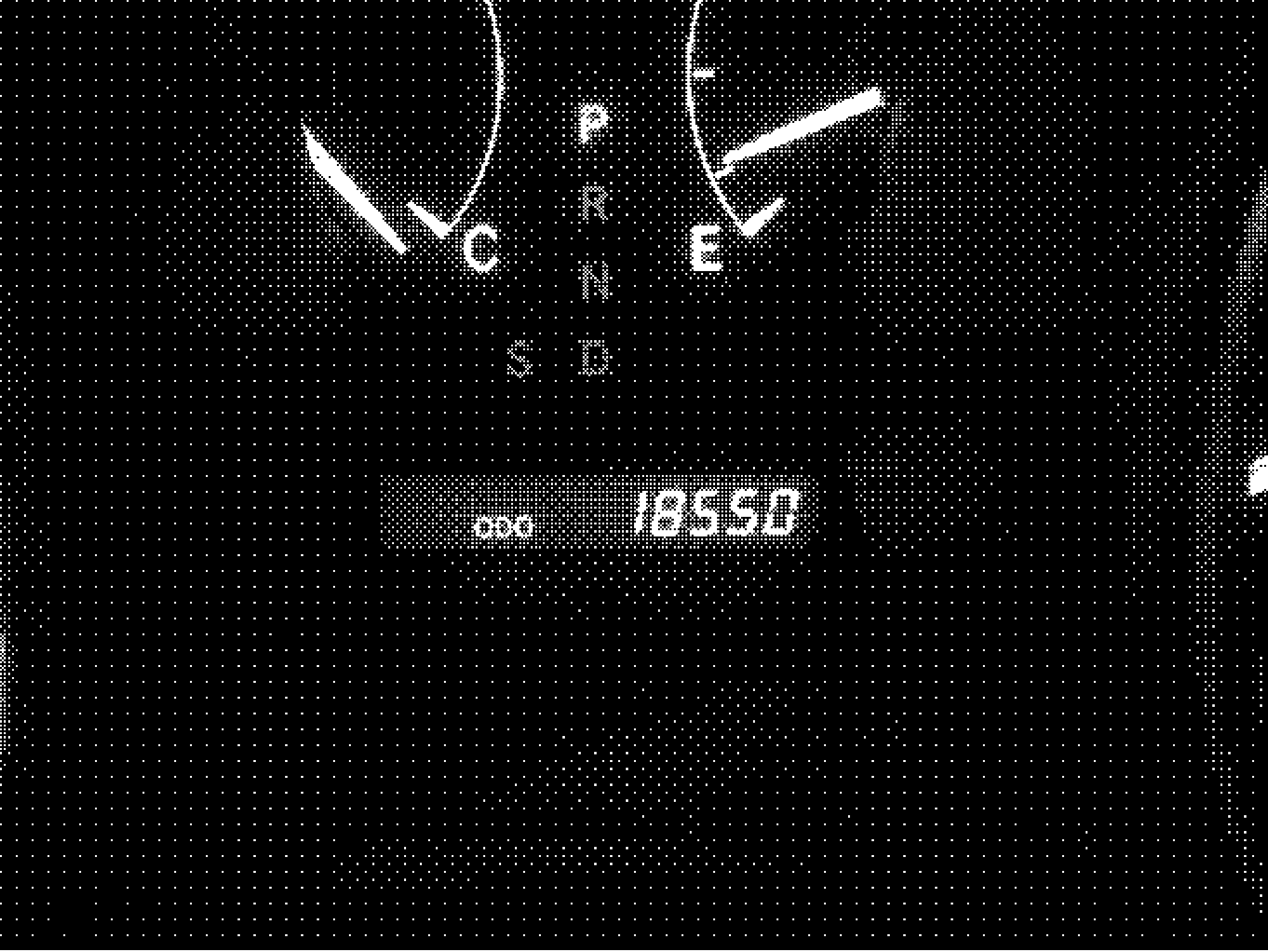

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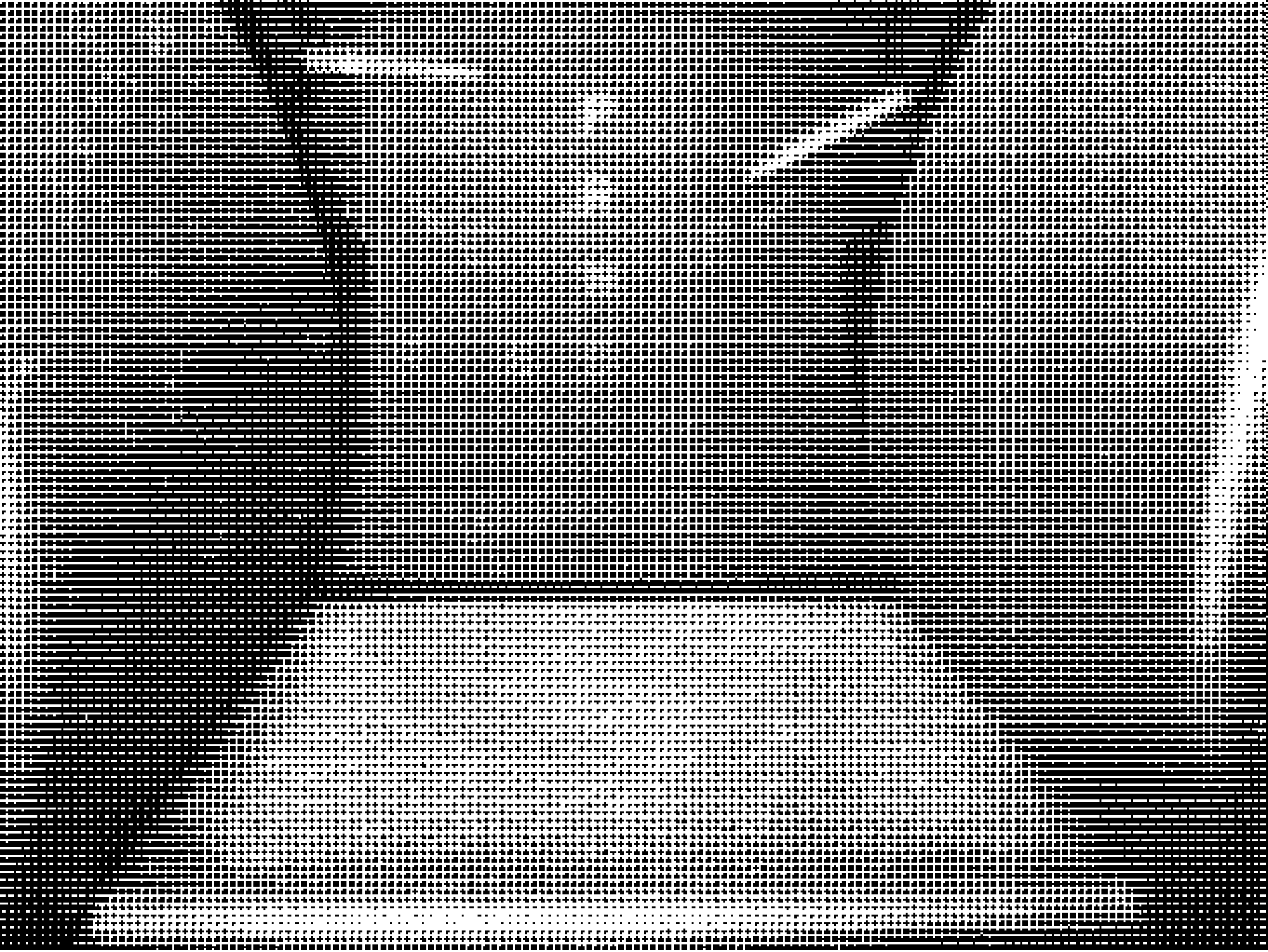
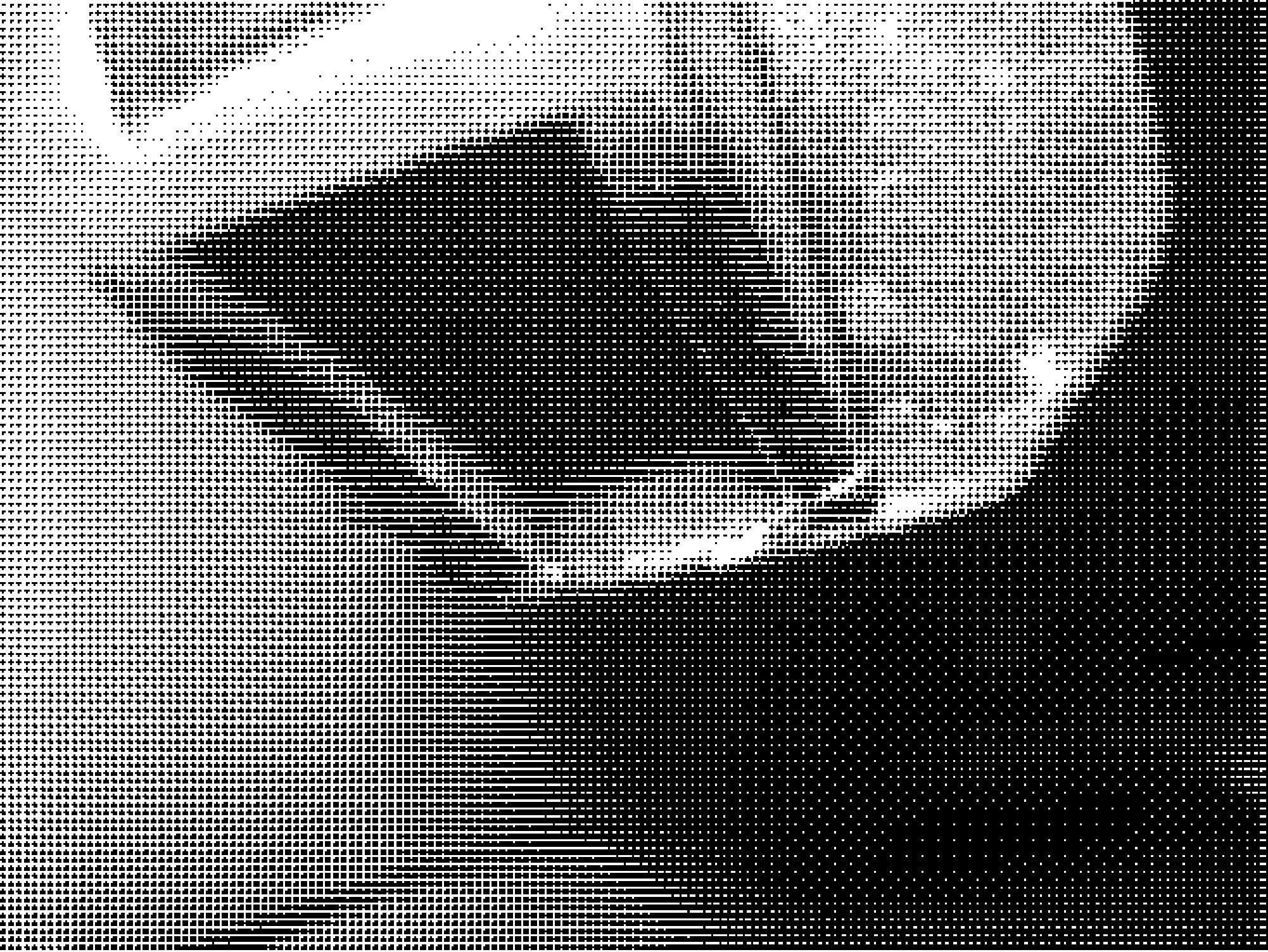
TOY-RQ-05D-00000660



TOY-RQ-05D-00000665

TOY-RQ-05D-00000666



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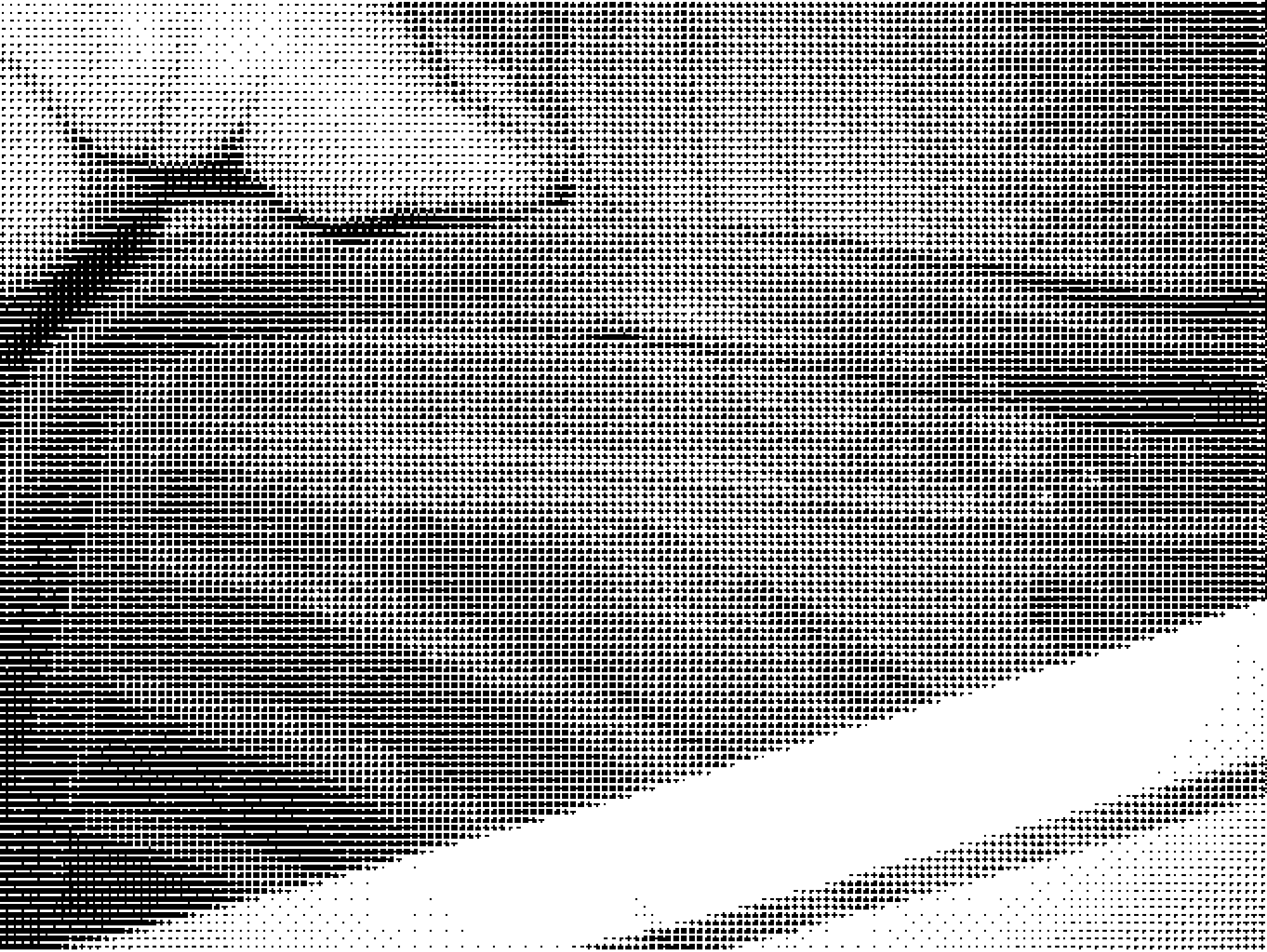
TOY-RQ-05D-00000668



TOY-RQ-05D-00000670

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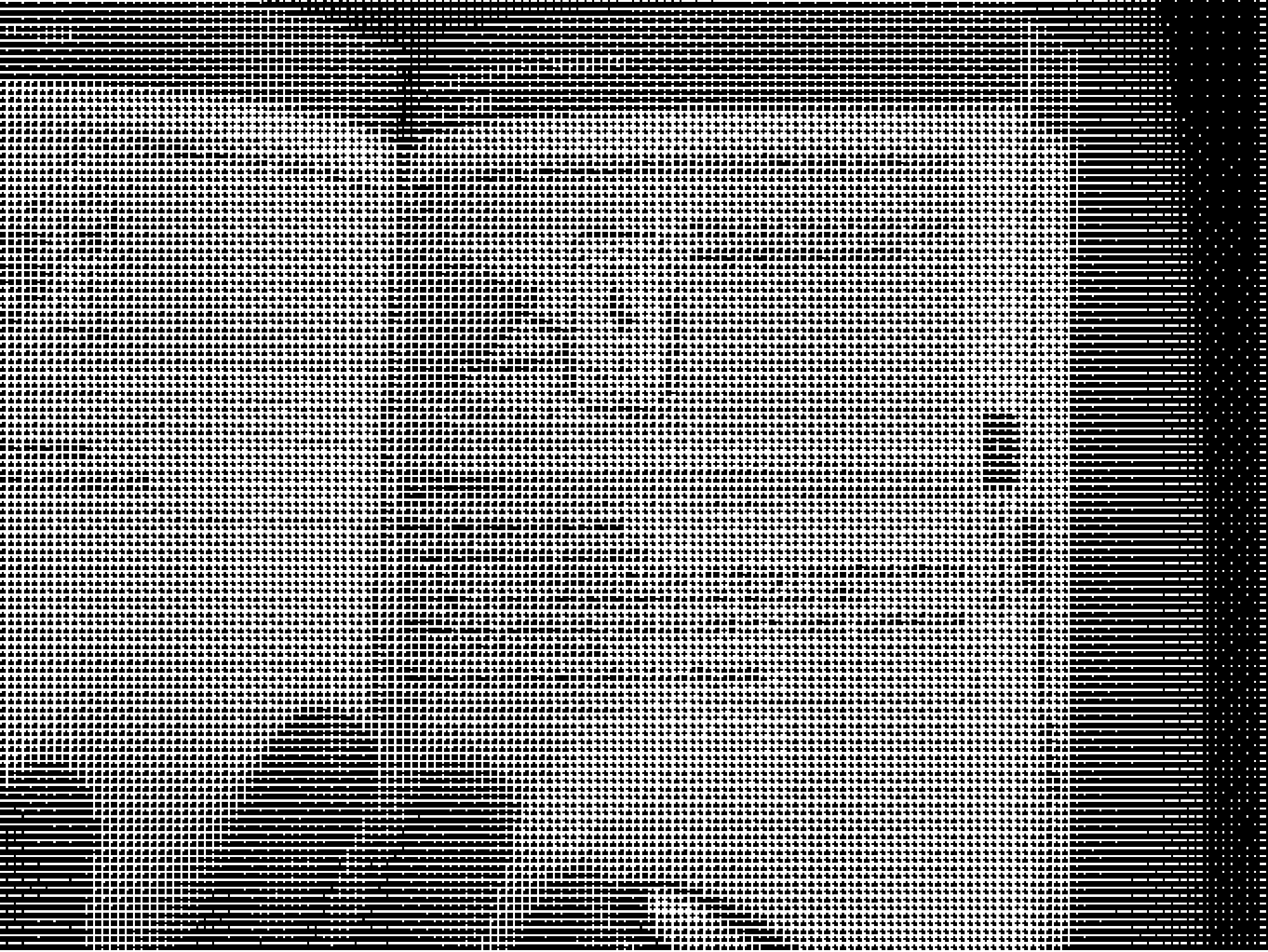


TOYOTA

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

April 29, 2009

[redacted]
Montgomery, NY [redacted]

RE: [redacted]
Date of Loss: March 25, 2009
Vehicle: 2008 Toyota Highlander
VIN #: JTEES43A982[redacted]

Dear Mr. and Mrs. [redacted]

This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident. It is our understanding that your son was operating the vehicle when it accelerated to 70mph. He applied the brakes but the vehicle did not slow down. He downshifted and put it into neutral eventually stopping the vehicle. When the vehicle was restarted the engine would still race.

Your vehicle was inspected in regards to your concerns. A diagnostic check was done and no codes either past or present were found. This would confirm that there had been no system failure. The vehicle was test driven on the highway and in town and performed as expected at all times. The throttle and brakes were inspected and also found to be in proper working order. The front rotors and brake pads did have signs of over heating.

It was observed that the vehicle had all weather floor mats and the left side anchor for the driver floor mat was missing and the floor mat was not clipped into the remaining anchor. The floor mat was pushed forward and when the throttle pedal was fully depressed the mat would keep the throttle from releasing.

We are very sorry about this most unfortunate incident however based on our inspection of your vehicle, the overheating of the brakes and the fact that the engine would still rev when it was turned back on, it has been determined that the floor mat interfered with the throttle operation causing it to not release. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

STATE FARM INSURANCE/ 2008-03-44327

[redacted]

CLAIM

TOY-RQ-05D-00000674

State Farm Insurance Companies

State Farm Insurance
Subrogation Services
PO Box 2371
Bloomington, IL 61702-2371

February 5, 2008

Certified Mail-Return Receipt Requested

LEXUS LETTERS AND COMPLAINTS
19001S Western Ave
Torrance, CA 90509

RECEIVED
FEB 11 2008
LEGAL DEPT.

LEXUS
FEB 08 2008
National
Customer Satisfaction

RE: Claim Number: 30-V921-666
Date of Loss: October 5, 2007
Our Insured: [redacted]
Vehicle: Lexus, Es 350
VIN: JTHBJ46GX72[redacted]
Mileage:
Your File Number:
Insured's Deductible: $500.00

Dear James Press:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by an unintended acceleration incident resulting in damage to the insured vehicle as well as other property. The all weather mats caused the unintended acceleration as described in Recall SSC7LB received after the loss.

Our investigation indicates that LEXUS is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to LEXUS for reimbursement of $37,431.50.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the 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,

[redacted]

Barbara Edens
Claim Representative
(877)457-8276 x51607, Team 60

State Farm Indemnity Company

Enclosure

Case Activity Report

Case # : 0905130849 **Case Type :** LEGAL ACCIDENT **Owner's Group :** Legal

Brand : Lexus **Case/Activity Last Updated :** 06/09/2009 13:24:35

Case Title : PRODUCT ; ABNORMAL CONDITION ; THROTTLE BODY- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBJ46GX72[redacted]
MODEL YR. :	2007
MODEL :	ES 350
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	62906 LAWRENCE LEXUS
DOFU :	08/23/2006
CURRENT MONTHS :	33
CURRENT MILES :	28953
INCIDENT MILES :	28953
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	In Progress
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	HARGRAC
CREATED DATE :	05/26/2009 12:46:24
CREATED BY :	HOLLANG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	
CLOSED BY :	
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	62906 LAWRENCE 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 :	

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
05/26/2009 19:37:40 / Call - Inbound	Done	HOLLANG / Southern Rep	CALLER STS: Cust has a 07 ES 350. Cust sts back in October 2007 and on 5/25/2009 the veh just took off and accelerated with a loud sound. Cust sts he was able to bring the veh under control yesterday. Cust sts he did have an accident back in 2007. Cust sts he contacted Toyota about the cncrns. Cust sts his veh is currently at Lawrence Lexus. Cust sts the dlr adv him to contact LCS to req a product liability investigation.	

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

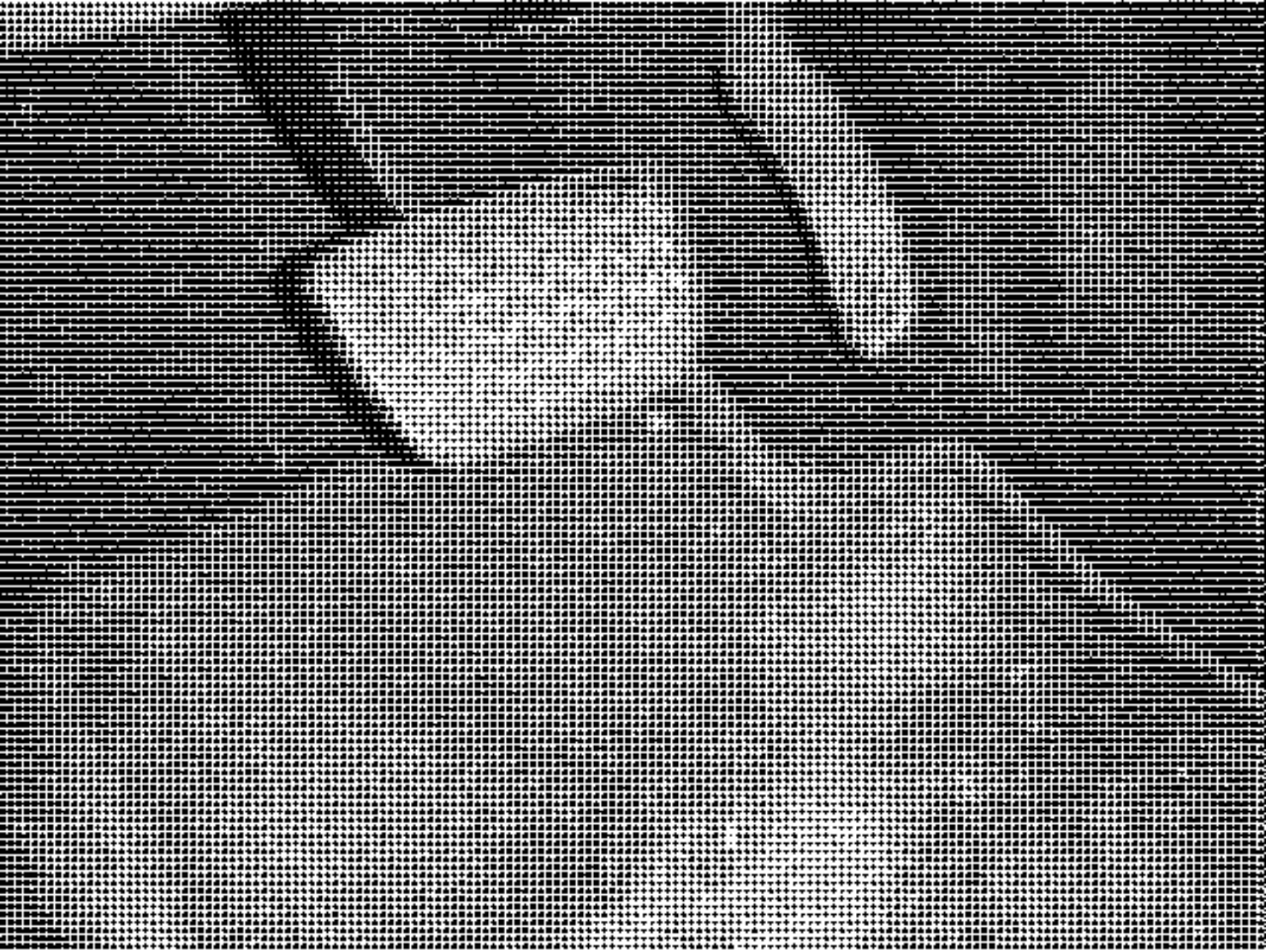
TOY-RQ-05D-00000677

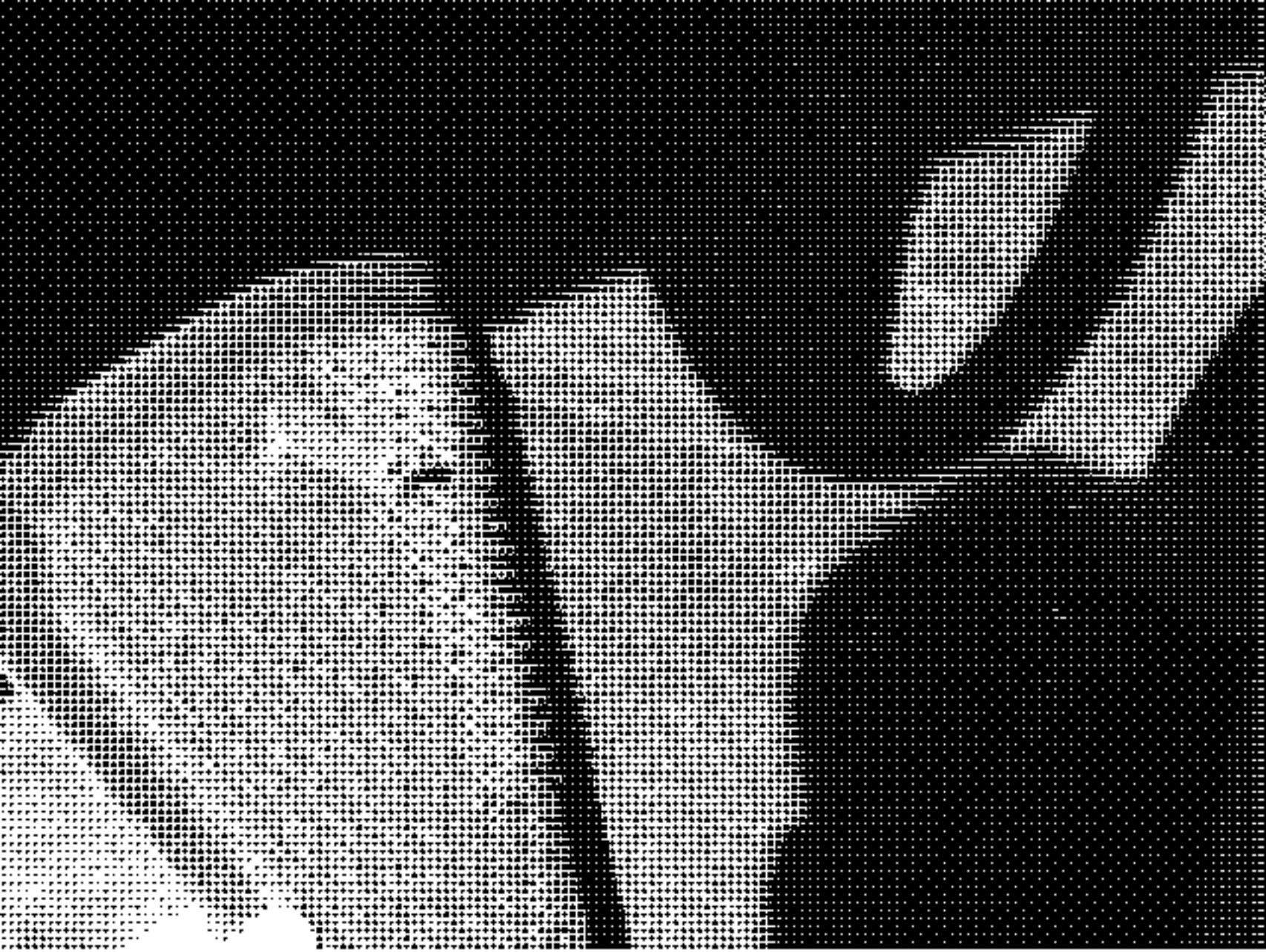
Case Activity Report

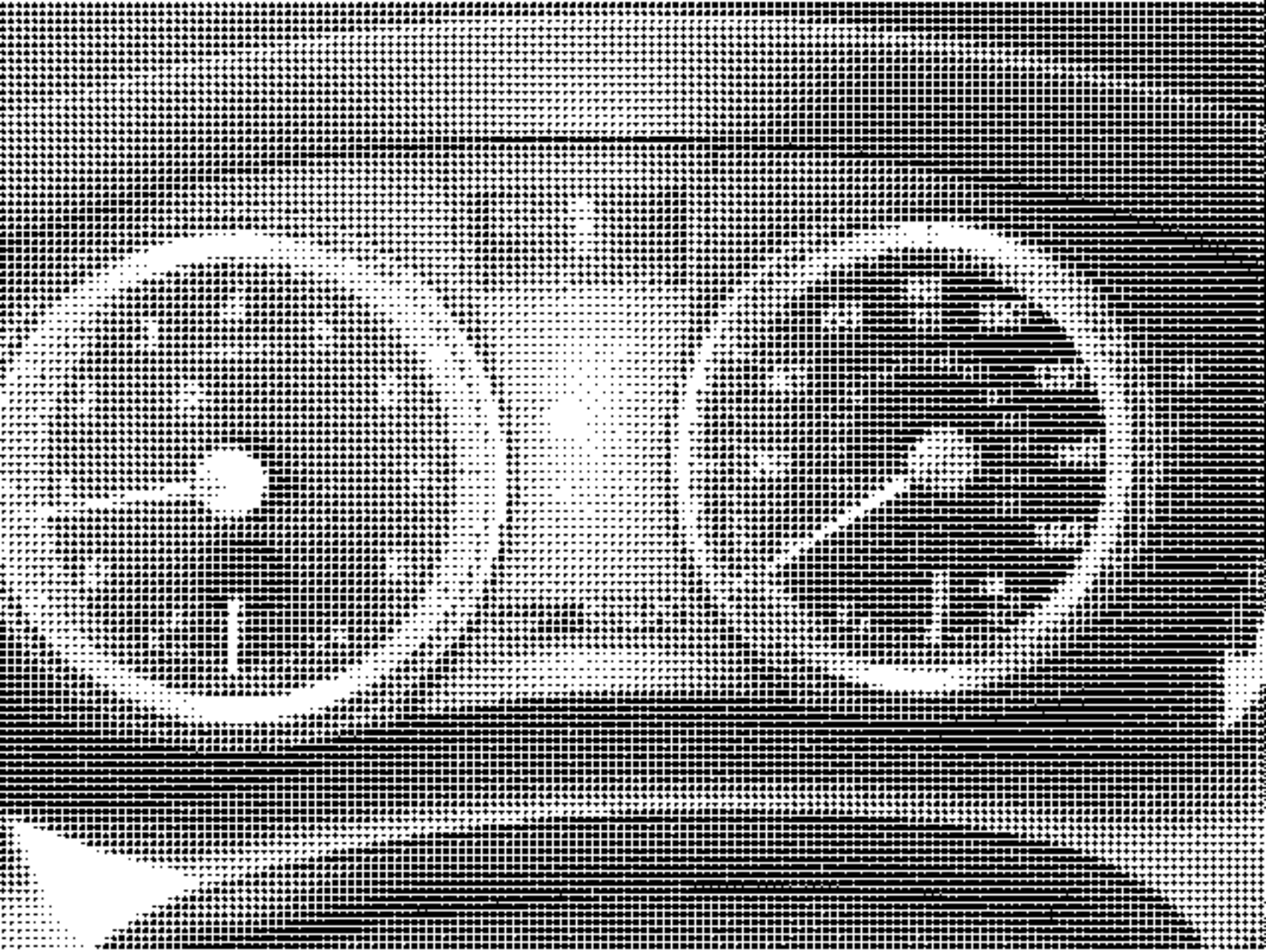
ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			CALLER SEEKS: An FTS inspection. LCS REP: Apol and adv cust I would forward the info to our legal department for further asst(nc).	
05/27/2009 15:59:21 / Inspection	Assigned	HOLLANG / Southern Rep	FTS will inspect veh at Lawrence Lexus on Monday, June 1st. Pls inform customer.	
06/01/2009 20:02:11 / Call - Inbound	Done	NUMATAC / Eastern Rep	Cust called and advised that the SM at the dlrshp advised him to contact CNumata for assistance. I asked the customer if I could assist and he stated know. Cust sts that he would like a call back as soon as possible to [redacted] advised cust that I would forward the message. Thanked cust.	
06/01/2009 21:24:12 / Call - Outbound	Done	NUMATAC / Eastern Rep	Called LRyan and L/M on V/M to c/b.	
06/02/2009 18:08:33 / Call - Inbound	Done	NUMATAC / Eastern Rep	LRyan called and L/M on V/M that cust's veh was inspected yesterday and cust will be notified by legal w/in 2 weeks.	
06/02/2009 18:09:53 / Call - Outbound	Done	NUMATAC / Eastern Rep	Called cust and L/M on V/M to c/b. IF CUST C/B: Pls adv cust that the legal dept will be contacting cust in writing w/in two weeks of the inspection which took place yesterday. Pls adv cust that at this point, LCS is not invovled and the legal dept is handling this situation for cust.	
06/08/2009 15:10:29 / Inspection Results	Done	RYANL / CSA	Inspection has been completed and report forwarded to LEgal.	

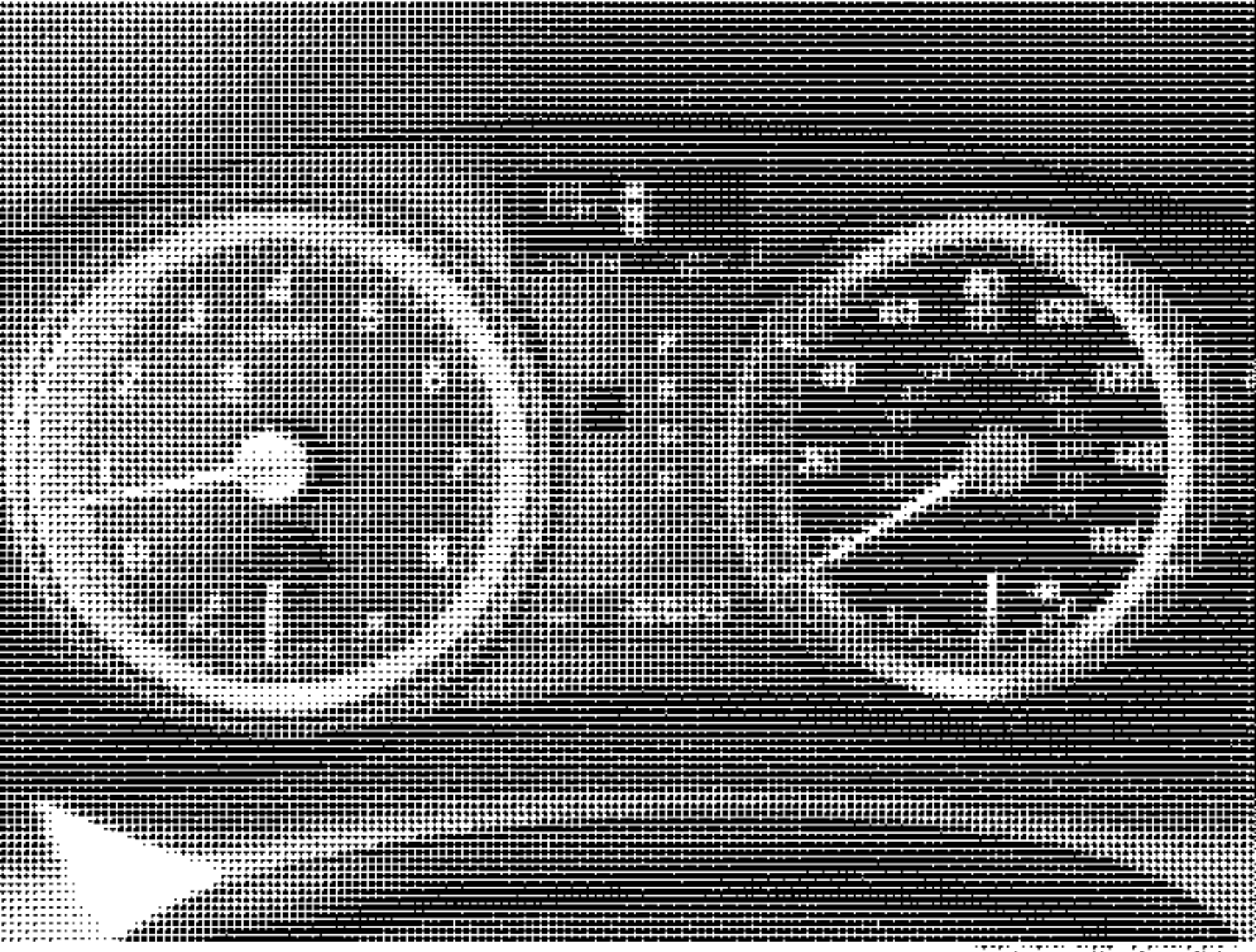
This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

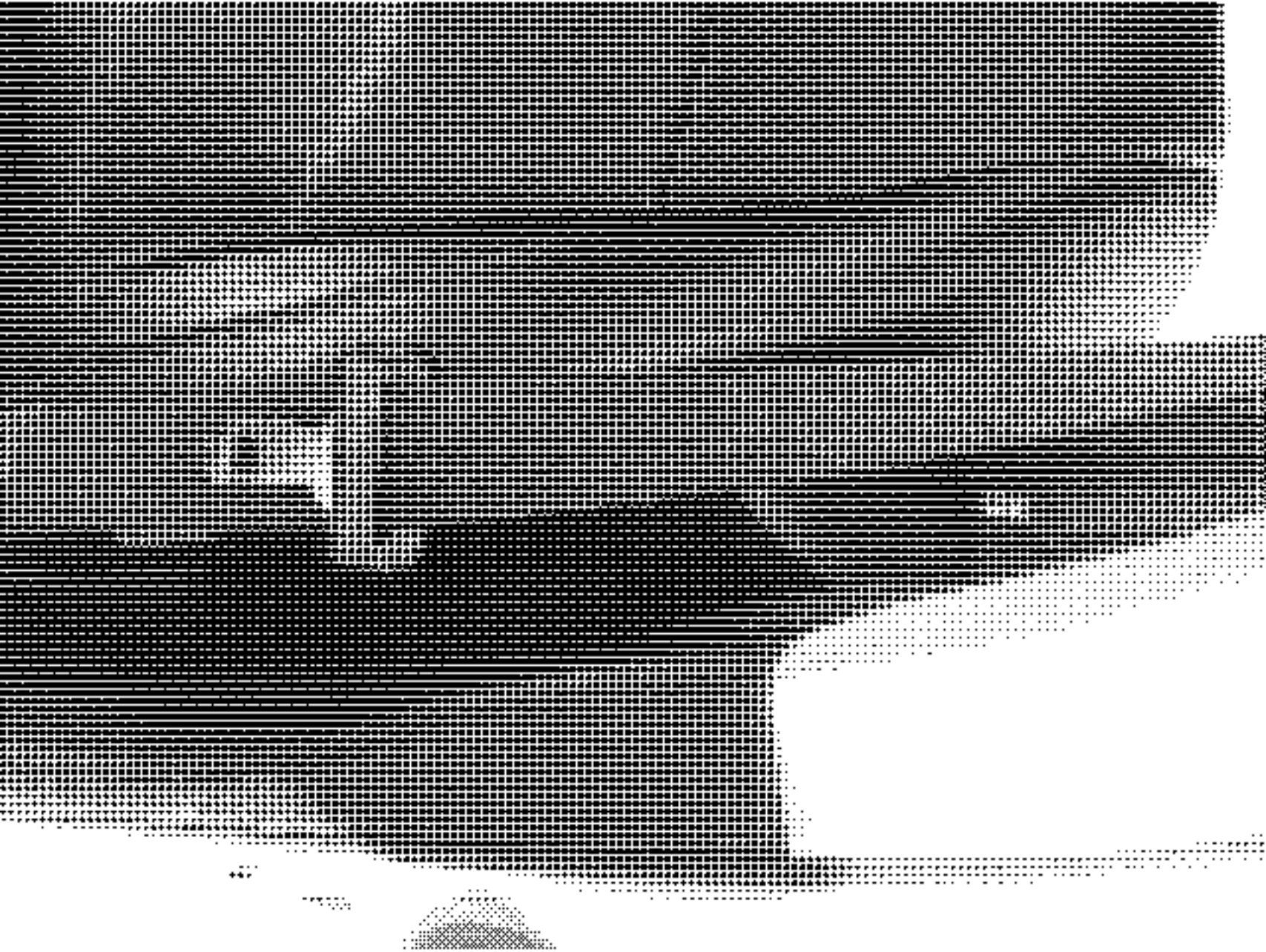
TOY-RQ-05D-00000678

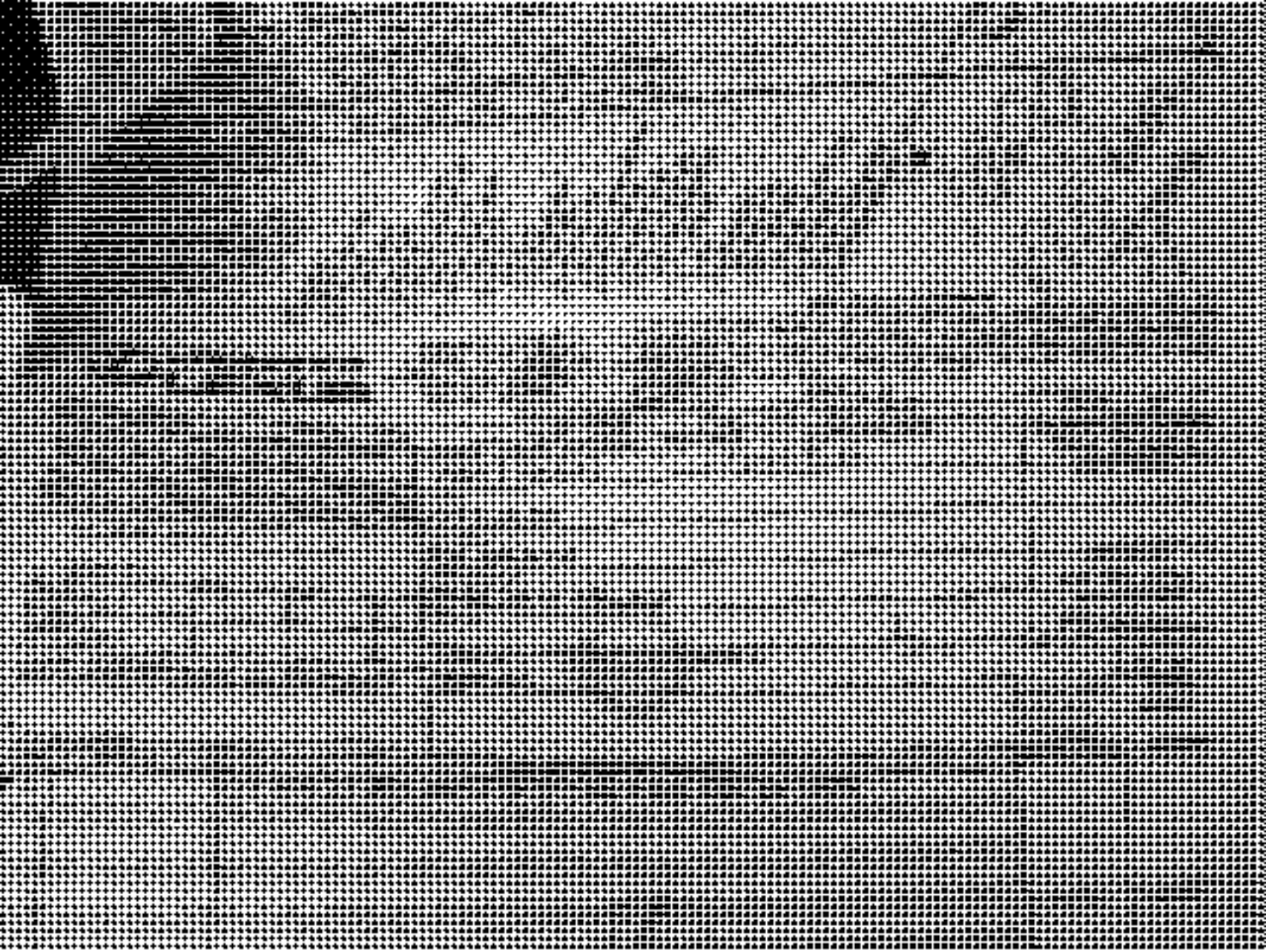


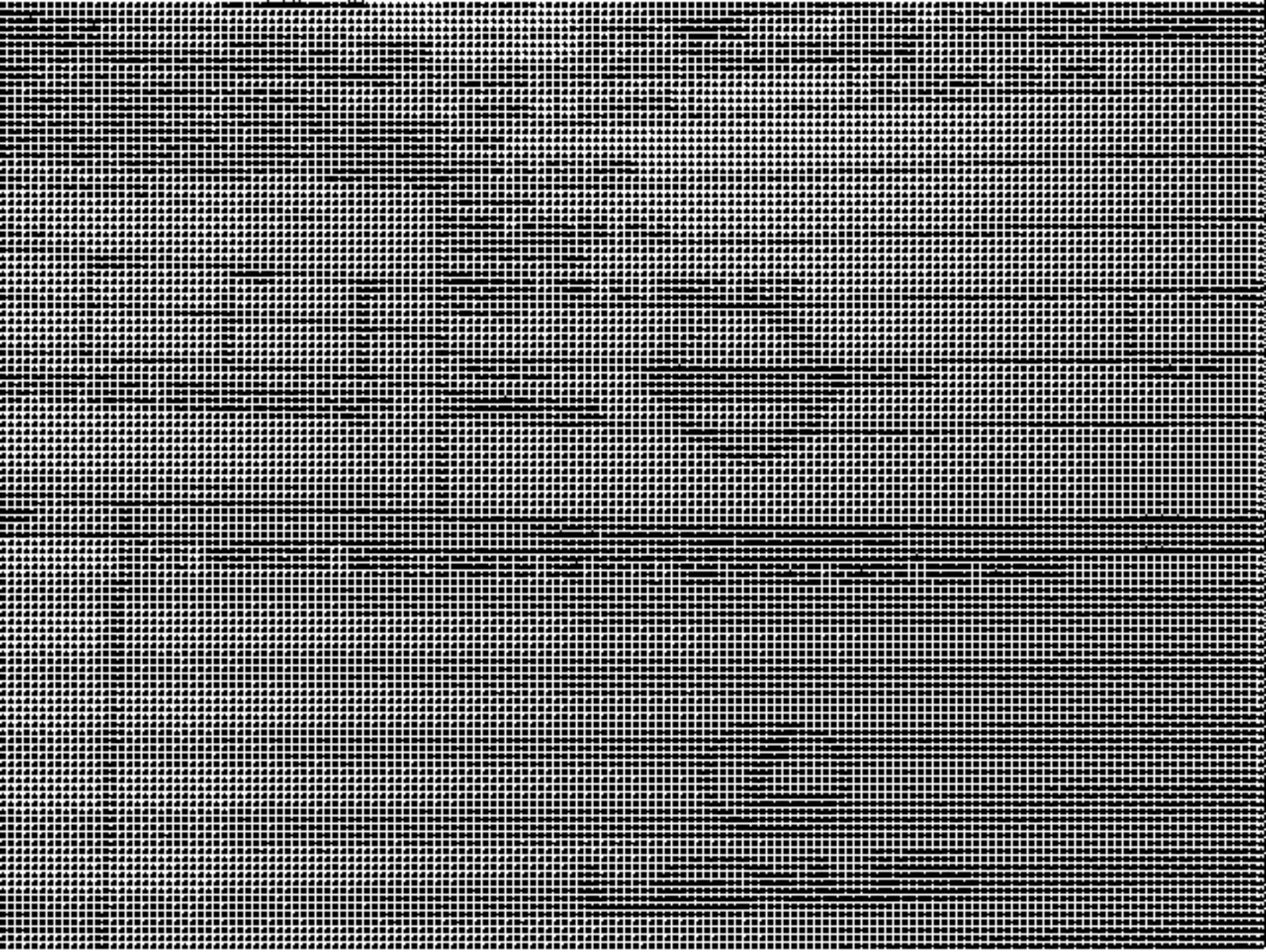


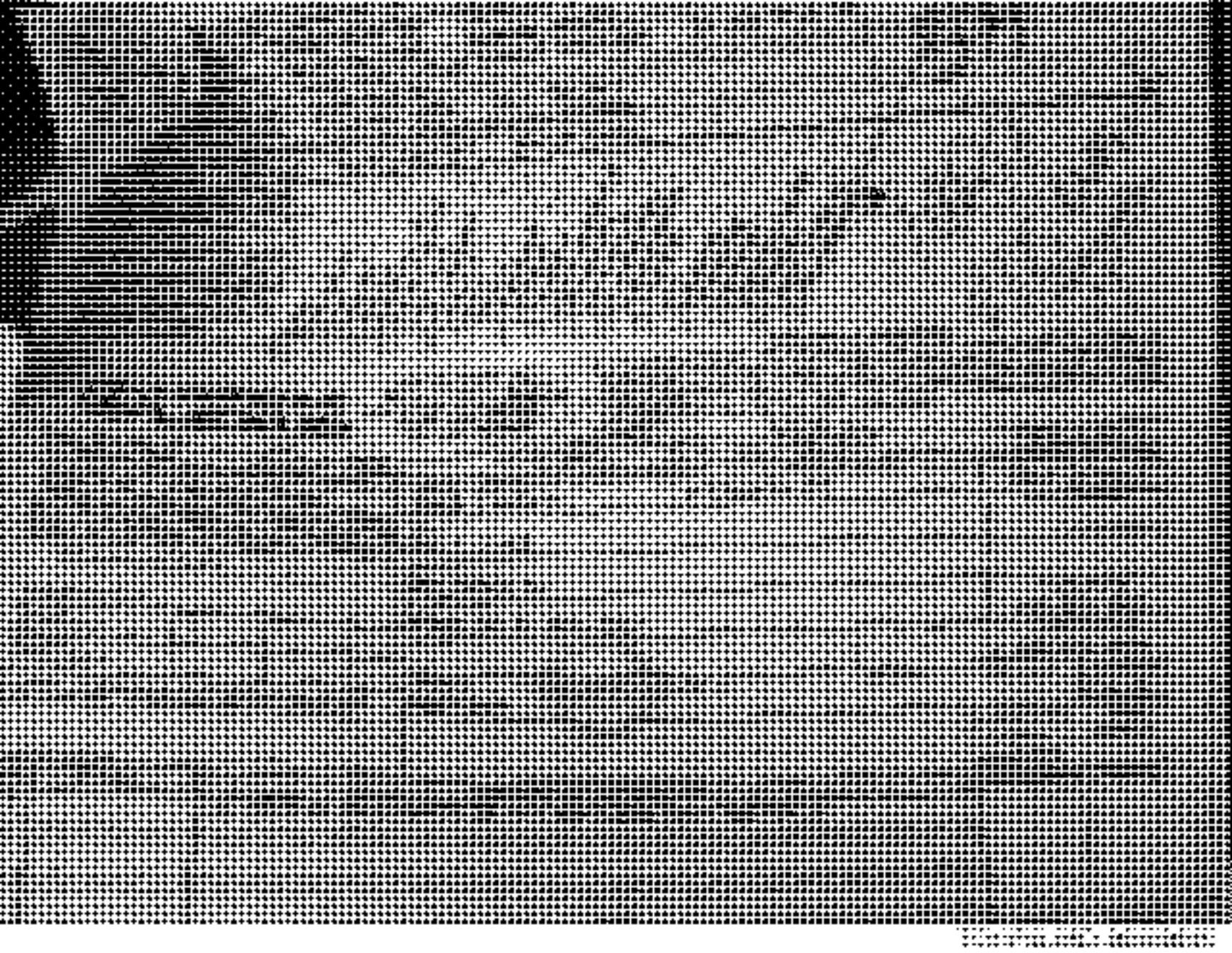


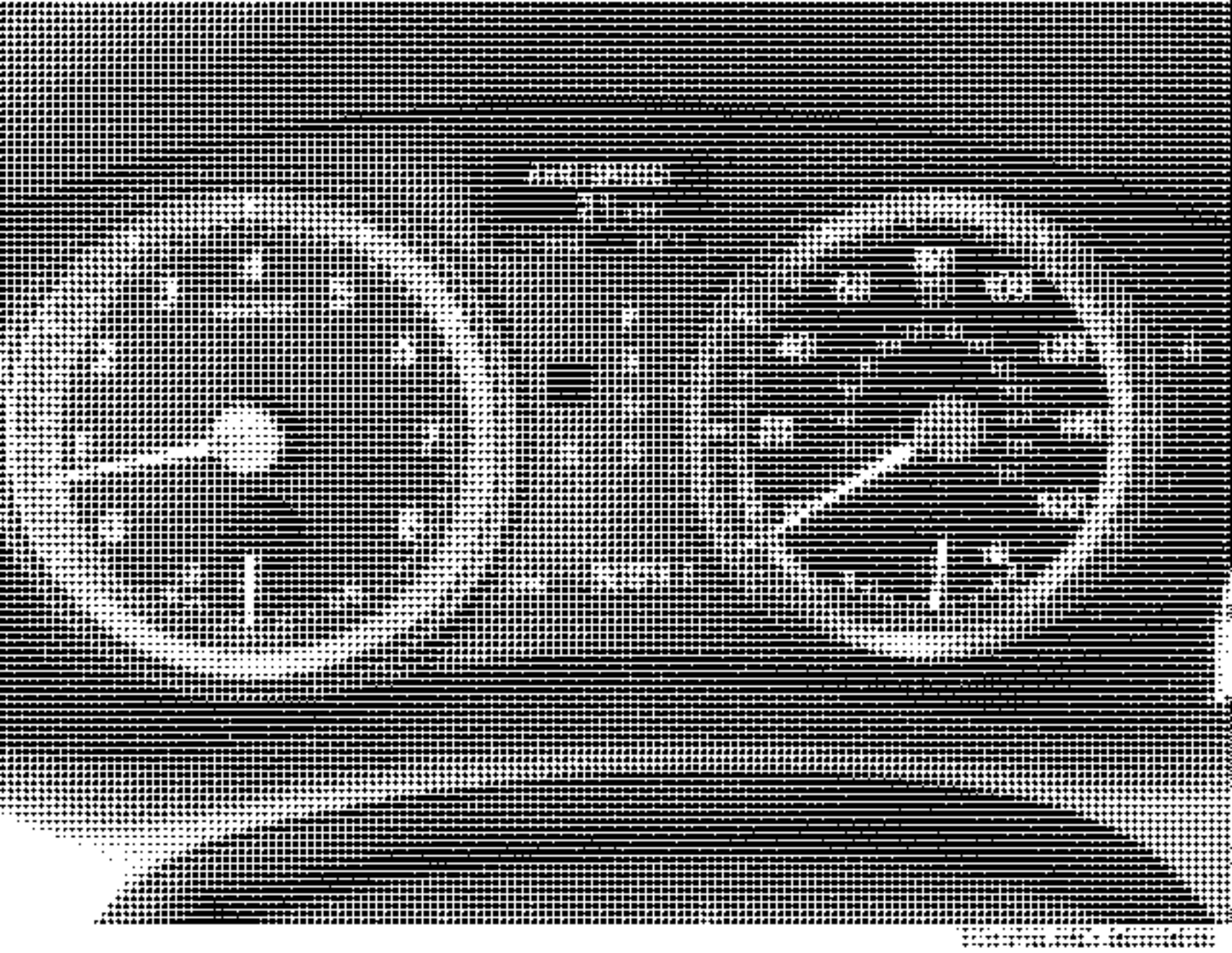












TOYOTA

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

2008-03-44327

June 9, 2009

State Farm Ins.
[redacted]
Monroe Township, NJ [redacted]

RE: Date of Loss: 5/25/08 & 5/25/09
Vehicle: 2007 Lexus ES 350
VIN #: JTHBJ46GX72[redacted]

Dear Mr. [redacted]

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

It is our understanding that you reported that twice your vehicle had made a loud sound and just accelerated on its own.

Your vehicle was inspected by one of our field technicians in regards to your concerns. A check for codes was done and no codes either past or present were found. This would indicate that there had been no system failure. The throttle body and accelerator pedal were checked. They both were found to be operating with a smooth movement with no binding or sticking. The vehicle was then started and the engine accelerated through its range from idle to wide open. The throttle came back down smoothly to idle each time.

The vehicle was then road tested in stop and go traffic and operated as designed with the acceleration and deceleration as expected.

We are very sorry about these most unfortunate incidents however based on our inspection of your vehicle it has been determined that the vehicle is in proper working order free of any type of manufacturing defect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

TOYOTA

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

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

March 18, 2008

BARBARA EDENS
STATE FARM INDEMNITY COMPANY
PO BOX 2371
BLOOMINGTON IL 61702-2371

Re:	Customer:	[redacted]
	Claim Number:	30-V921-666
	Date of Loss:	October 5, 2007
	Vehicle:	2007 Lexus ES 350
	VIN:	JTHBJ46GX72[redacted]

Dear Ms. Edens:

This letter is in response to your subrogation demand for the above-referenced claim. Toyota Motor Sales, USA, Inc. ("TMS") has reviewed your claim.

State Farm alleges that the floor mat recall, Special Service Campaign ("SSC") 7LB, which pertains to certain model Lexus vehicles, is the proximate cause of this incident. In the police report, the reporting officer stated the following:

> "Accident investigation revealed: Vehicle one (Silver) attempted to back out of Concordia shopping center parking spot, but drove forward instead. Vehicle one struck parked vehicle two in the front and continued to push vehicle two in a clockwise spin into the parking lot lane of travel. Vehicle one continued forward, then struck vehicle three in the rear. Vehicle three was then pushed into a concrete barrier, used to support an overhead light fixture."

The pictures that were provided of the subject vehicle do not show that an all-weather floor mat was installed at the time of the incident. The only pictures of the all-weather floor mats are of some of them stacked in the trunk of the vehicle. Pictures of the driver's carpeted floor mat appear to show that it is worn, with evidence of wear markings and dirt.

The mere fact that the vehicle was subject to the SSC does not mean that the vehicle was affected by it. We have not been presented with any evidence showing that the subject vehicle was affected by this campaign.

Driver error can not be ruled out as a cause in this incident.

We are very sorry about to learn of this unfortunate incident, however, from our review it does not appear that the accident was due to any sort of manufacturing or design defect, and we must respectfully decline your subrogation claim.

Thank you for your attention and understanding.

Very truly yours,

[redacted]

Troy H. Higa
Claims Administrator
Legal Department

NJM Insurance Group

301 Sullivan Way, West Trenton, NJ 08628
609-883-1300 / www.NJM.com

January 21, 2008

RECEIVED
JAN 24 2008
BALLSTON SPA CIOS

PQ0

ATTN TEAM 17
STATE FARM INS
PO BOX 8021
BALLSTON SPA NY 12020

RE: Our Insured: [redacted] SATURN ION
Our Claim Number: [redacted]
Your Insured: [redacted]
Your Claim Number: [redacted]
Accident Date: 10/5/07

Dear Sir/Madam:

In reference to the above-captioned matter, please be advised that net salvage has been received in the sum of $257.75, making the correct total amount of this claim $12,635.25. Enclosed are our salvage proofs.

Value of Car	$12, 733. 00
Rental	+ 160. 00
Advanced Charges Paid	+$ 417. 25
	$13, 310. 25
Gross Salvage Refund	-$ 675. 00
Total Amount of Claim	$12, 635. 25

Very truly yours,

[redacted]

MARTHA QUEEN X-5541
SUBROGATION CLAIMS REPRESENTATIVE

/yg

Encs.

TOTAL LOSS & SALVAGE REPORT

Office ID Number: 18570 Valuation Request Number: 38350393 Date: 10/10/07

Adjuster's Name: K. Moonow wp Claim Number: [redacted]

Policy Number: [redacted] Effective Date: 12/02/06

Type of Loss: ☐ Theft ☐ Collision Owners Name: [redacted] Insd

☐ Flood ☐ Other Owner's Address: [redacted] Clmt

Monroe NJ

VEHICLE TYPE (Circle One): Car Truck Van Utility Vehicle Specialty Car Other

VEHICLE IDENTIFICATION NUMBER (VIN) (Up to 17 digits):

1 G 8 A J 5 2 F X 5 Z [redacted]

STATE: NJ. LOSS DATE: 10,05,07

YEAR: 2005 MAKE: Saturn MODEL: Ion

BODY STYLE

____ 2 Door ____ Wagon

X 4 Door ____ Van

____ Liftback/Hatchback ____ Pickup

____ Convertible ____ Other

ENGINE DETAIL

Size 2.2L Cylinders: 2 3 4 5 6 8 12

____ Turbo ____ Diesel ____ Rotary

MILAGE: 32972.

CONDITION: ____ (Average)

TRANSMISSION

Circle One: AT S6 S5 S4 S3 Optional: 4W OD TC

OPTIONS (Circle all applicable factory installed options – see list of abbreviations below)

POWER: PS PB PW SP PL PC PM PT PA

DECOR/CONVENIENCE: AC TW CC RD 3S LS CS SI DB AL TL

RADIO: AM FM ST SE CA CD EQ

ROOF: VR ES EG MS MG FR TT RR RF

TRUCK AND VAN OPTIONS: CT HT DA SB SW XT 8P

WHEEL OPTIONS: AW AY SA SY WW WC

AIRBAGS: AG RG XG ZG

OTHER OPTIONS: AB CRU BS FL IW WP RL

OTHER OPTIONS: ____

AB Anti-Lock Brakes	DA Dual Air Conditioning	PA Power Antenna	SB Step Bumper	TT T-Top
AC Air Conditioning	DB 4 Wheel Disk Brakes	PB Power Brakes	SE Search/Seek	TW Tilt Wheel
AG Driver Air Bag	EG Electric Glass Roof	PC Power Passenger Seat	SI Special Seats/Interior	VR Vinyl Roof
AL Auto Level	EQ Equalizer	PL Power Locks	SP Power Seats	WC Special Wheels/Covers
AT Automatic	ES Electric Steel Roof	PM Power Mirrors	ST Stereo	WP Rear Window Wiper
AW Aluminum Wheels	FL Fog Lights	PS Power Steering	SW Sliding Rear Window	WW Wire Wheels
AY Alloy Wheels	FR Flip Roof	PT Power Trunk	SY Styled Steel	XT Auxiliary Gas Tank
BN Body-Sided Mouldings	HT Hard Top	PW Power Windows	S3 3 Speed	XG Front Side Air Bag
BS Bucket Seats	IW Intermittent Wipers	RD Rear Defog	S4 4 Speed	ZG Rear Side Air Bag
CA Cassette	KE Keyless Entry	RF Special Roof	S5 5 Speed	3S 3rd Seat (Wagons only)
CC Cruise Control	LS Leather Seats	RG Passenger Side Air Bag	S6 6 Speed	4W 4 Wheel Drive
CD Compact Disc	MG Manual Glass Roof	RL Reclining Seats	TC Traction Control	8P Eight Passenger
CS Cloth Seats	MS Manual Steel Roof	RR Roof Rack	TD Theft Device	
CT Soft Top	OD Overdrive	SA Spoked Aluminum	TL Telescopic Wheel	

BONAFIDE ESTIMATE OF REPAIRS + $ 8159.25

RED BOOK	$ ____
NADA	$ ____
TOTAL	$ ____
÷ 2	$ ____
CCC VALUATION	$ 11900.00
– OLD DAMAGE	$ n/a
DEALER PREP	$ ____
+/– OTHER	$ ____
ITEMIZE	$ ____
	$ ____
SUBTOTAL	$ 11900.00
SALVAGE DEDUCTION	$ n/a
SUBTOTAL	$ 11900.00
SALES TAX	$ 833.00
LESS DEDUCTIBLE	$ 500.00
SUBTOTAL	$ 12233.00
TOWING	$ n/a
NET SETTLEMENT	$ 12233.00

SALVAGE ☒

STANDARD TITLE ☐

VEHICLE 8 MODEL YEARS AND OLDER ☐

FLOOD ☐

VEHICLE LOCATION Moonan's AB – Monroe NJ

CHARGES: TOWING $90.00 STORAGE $140.00. $35 clean up

SALVAGE FACILITY Auto Exchange STOCK NUMBER 5666684. DATE CALLED 10/10/07

ADDRESS PHONE NUMBER

OWNER RETAINS SALVAGE ☐ YES ☒ NO CLAIM DENIED ☐ YES ☒ NO CLAIM PAID BY OTHER CARRIER ☐ YES ☒ NO

CHARGES PAID OUT (SALVAGE DEPT. USE ONLY) $ 417.25

RECOVERY INFORMATION — **SALVAGE USE ONLY**

DATE TITLE REC'D	DATE RECOVERY CHECK REC'D	SALE DATE	NOTIFIED ☐ AUTO UND.	DATE
10-18-07	12/11/07	11/7/07		

GROSS/ACV	GROSS/SAL.%	GROSS TO ACV	CHARGES PAID OUT	FEES PAID	NET/SAL.	%NET TO ACV
12733	700	6	277.25	165	257.75	2

AC-73 (5/07) White – Salvage Copy Yellow – Underwriting Pink – Adjuster Copy

ADVANCED FUNDS INVOICE

Auto Exchange
PO Box 23
Jernee Mill Road
Sayreville, NJ 08872
732-238-4006
732-238-9821 FAX

(S) OK

F423493

DOI

NJM INSURANCE COMPANY
301 SULLIVAN WAY

T

WEST TRENTON, NJ 08628

Invoice Date: 10/15/2007
Invoice #:

Claim#: [redacted]
Loss Date: 10/05/2007

Claim Rep: KRISTINE LOGINOW
Assignment Date: 10/10/2007

Stock#: 566684
Pickup Date: 10/12/2007

Vehicle: 05 STRN ION LEVEL 2 VIN: 1G8AJ52FX5Z[redacted]

Insured: [redacted]

Claimant: [redacted]

BREAKDOWN OF ADVANCED FUNDS

ADVANCE OTHER	277.25
SALE FEE	65.00
TOW TO A/E	75.00

Advanced Funds Total 417.25

PLEASE INCLUDE OUR STOCK NUMBER ON YOUR CHECK
THANK YOU.

Our Federal Tax ID# is: 222-319-090/000

2005 SATURN ION-1 DL2723 - [redacted] 2726 - L4-134 2.2L 71-633064 Writer DAVID VOLKMA

JERRY NOONANS AUTO CENTER

251 APPLEGARTH RD.
MONROE TWP., NJ 08831
(609) 655-2886 Fax (609) 655-1716

Invoice

Invoice #	9687
Invoice Date	10/12/2007
Customer #	2726
RO #	10496

Customer

[redacted]
MONROE TWP., NJ [redacted]

Home [redacted] Cell [redacted]

Vehicle 2005 SATURN ION-1
Plate # [redacted]
Vin # 1G8AJ52FX5Z [redacted]
Mileage In 32,972 Mileage Out 32,972

Date In 10/08/2007
Time In 10:15am
Date Due 10/08/2007

Services

REFERENCE	DESCRIPTION	TECH	PRICE
PTD	POLICE TOW WEEKLY DAY RATE-6:00AM TO 5:59PM.	GJN	90.00
TCU	ACCIDENT CLEANUP/VEHICLE FLUIDS ,SPEEDY DRY . LARGE FLUID SPIL.	GJN	35.00
PTS	POLICE TOW STORAGE AT $20.00 PER DAY STARTING ON 10-50-05 AND ENDING ON	GJN	140.00

SERVICE REMINDERS:

Services	265.00
Sub-Total	265.00
State Tax	12.25
TOTAL	277.25
Total Amt Paid	277.25
CHECK 28801	277.25

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Authorization

IF YOU ARE SATISFIED WITH OUR SERVICE,PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

AutoTraker© Copyright© 1998-2002 Autotraker, Inc

AUTO EXCHANGE
SAYREVILLE, NJ 08872

CHECK DATE: 11/26/2007 CHECK #: 140024

SALE PRICE	700.00
ADVANCE OTHER	277.25
TOW TO A/E	75.00
SALE FEE	65.00
TITLE FEE	25.00

STOCK #: 566684
CLAIM NO.: [redacted]
CLAIM REP: KRISTINE LOGINOW
INSURED: [redacted]
OWNER:
VEHICLE: 2005 STRN ION LEVEL 2
VIN: 1G8AJ52FX5Z[redacted]
DATE OF LOSS: 10/05/2007
DATE OF ASSIGNMENT: 10/10/2007
DATE OF PICKUP: 10/12/2007
DATE OF SALE: 11/07/2007
NICB REPORT DATE:
BUYER: [redacted]
LINDEN, NJ [redacted]

AMOUNT PAID: 417.25
==========
NET: 675.00

07-633064 001

AUTO EXCHANGE
JERNEE MILL ROAD
P.O. BOX 23
SAYREVILLE, NJ 08872
732-238-4006

Commerce Bank
[redacted]

NO 140024

DATE	AMOUNT
11/26/2007	675.00

***************** SIX HUNDRED SEVENTY FIVE AND 00/100

VOID AFTER 90 DAYS

THE ORDER OF NJM INSURANCE COMPANY T 01001
301 SULLIVAN WAY

WEST TRENTON, NJ 08628

Christine M. Driscoll

[redacted]

HOLD TO LIGHT TO VIEW WATERMARK

ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION, OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN IF ANY AS STATED.

CONTROL NUMBER 306000S

SIGNATURE

State of New Jersey
MOTOR VEHICLE COMMISSION

SALVAGE

DATE

SECOND LIENHOLDER

DATE

FIRST LIENHOLDER

LIEN RELEASED BY:

SIGNATURE

SECOND RELEASE

TITLE DATE

LIEN RELEASED BY:

SIGNATURE

FIRST RELEASE

TITLE DATE

ISM/SS-1 (R5/06)

JW ER20072980008

VOID IF ALTERED

CPDS 07633064 F REINS.#: CLOSE / / MW
CLAIM DATE 10/05/2007 TIME 1145 L/S CLAIMANT ADJ SUIT CLOSED
LOC NJMONROE D01 [redacted] KLOGI
VEH 2005SATURN 1G8AJ52FX5Z[redacted]
DRV PARKED
LMT: CB=
BI= $300,000 COMP= 500DED
PD= SEE BI LMT COLL= 500DED
MP= $10,000 F&T =
UM= $300,000 TOW =
XP= O/V= 0 CAUSE =
MD= 1 SO= PE= RR= TH= LIMIT
MEBO = $ 250,000 NJM PRIMARY
PHOTOS= INFO NOT AVAILABLE
DESCRIPTION **STANDARD POLICY**
INSD PARKED CAR STRUCK BY CLMT.CLMT THEN STRUCK ANOTHER PARKED CAR.

INSURED
[redacted]
MONROE NJ [redacted]

POLICY NUMBER [redacted] **DATE** 12/02/2006
MEMBERSHIP 3651700

PRIOR CLAIMS
D 7633064 10/05/07 D 2868900 09/05/02
D 8478116 04/11/98

MAIL TO
[redacted]
MONROE NJ [redacted]

LOSS PAYEE **UMBRELLA POLICY #**

CHK DATE	CK NUM	AMOUNT	L/S	CD	CL	PAYEE
10/12/07	468030	12,233.00	D01	1	S	[redacted]
10/23/07	475653	417.25	D01	1		BULK- AUTO EXCHANGE
11/01/07	482083	160.00	D01	1	S R	BULK- ENTERPRISE RENT A CAR

PRESS ENTER TO PURGE 00:00:00 PAGE 1 10/31/2007

enterprise

2670 US HIGHWAY 130
CRANBURY NJ 08512-3331

Rental Agreement D862984 - 2475

BILLING DETAIL

Description		Rate	Amount
8 DAYS	@	23.99	191.92
SALES TAX%		7.00	13.43
8 DAYS DSF	@	5.00	40.00

Bill To:

0000215-00013/00014-F-2475&J81718
NEW JERSEY MANUFACTRS-INSURED
ATTN: LOGINOW(ARMS)•KRISTIN•
301 SULLIVAN WAY
WEST TRENTON NJ 08628

Subro
OK to pay
DOL
OC
#160
20
07-0330
F42349
10/10

8•X
20•=
160•*

RENTAL INFORMATION

Date Out	Date In
10/05/07	10/12/07

Renter [redacted]

Additional Driver

Name
NO OTHER DRIVER PERMITTED

TOTAL CHARGES	245.35
LESS AMOUNT RECEIVED	85.35
AMOUNT DUE	160.00

RENTAL VEHICLES **CLAIM INFORMATION**

Color	License No.	Claim #/Policy #/P.O. #
GREEN	[redacted]	[redacted]
Model	**Unit #**	**Insured**
06 SEBR	NY1FT6	[redacted]

Date of Loss	Type of Loss
10/05/07	INSURED
Type of Car	**Repair Shop**
ION	JERRY NOONAN

IMPORTANT INFORMATION

Billing Inquiries Call	Fed Tax ID #
609-395-9000	43-1487854

Billing Information

Thank You For Choosing Enterprise

CONGRATULATIONS ENTERPRISE RENT-A CAR ON RECEIVING JD POWERS AWARD FOR BEST CUSTOMER SERVICE !!!

Please Return This Portion with Remittance

AMOUNT DUE 160.00

Remit to:

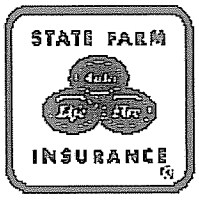
ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
PO BOX 795029
SAINT LOUIS MO 63179-0795

Paid by:

NEW JERSEY MANUFACTRS-INSURED
ATTN: LOGINOW(ARMS)•KRISTIN•
301 SULLIVAN WAY
WEST TRENTON NJ 08628

Customer#	Rental Agreement	Amount	GPBR
NJM17IN	D862984	160.00	2475

10/15



State Farm Insurance and Financial Services

Date: Wednesday, February 13, 2008

Time: 1:16:30 PM

To: Carol Hargrove/ TOYOTA-LEX

Fax Number: 913103816317

From: Auto - Edens, Barbara

Subject/Note:
30-V921-666 [redacted]
Enclosed find the police report per your request.

Pages: 04

NOTICE: CONFIDENTIAL BUSINESS
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TH

New Jersey Police Crash Investigation Report

Page 1 of 4 | ☐ Fatal | ☒ Reportable | ☐ Non-Reportable | ☐ Change Report

1 Case Number: 7023487
2 Police Dept of: MONROE TOWNSHIP | Code: 01
3 Station/Precinct: NA
4 Date of Crash: 10/05/07 | 5 Day of Week: Su M Tu W Th F Sa
6 Time (use 2400 hrs): 1145 | 7 Municipality Code: 1213 | 8 Total Killed: 00 | 9 Total Injured: 01
10 Crash Occurred On: 1600 PERRINEVILLE RD | N | 11 Speed Limit: - | -625 | - | --0.30
Road Name | Dir | 12 Route No. | Suffix | 13 Milepost
☐ At Intersection with | 1000 ☒ Feet ☐ Miles | ☐ N ☐ E ☒ S ☐ W of: PROSPECT PLAINS RI | 18 Speed Limit: 45
14 | 15 | 16 | 17 Cross Road Name: - | 19 ☐ To Ramp ☐ From: | 20 Route/Name | ☐ NB ☐ EB ☐ SB ☐ WB
21 Latitude | 22 Longitude

	23 Veh No	24 Policy No.	25 Ins Code	53 Veh No	54 Policy No.	55 Ins Code
	01	[redacted]	962	02	[redacted]	426
	☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run			☒ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run		

	26 Driver's First Name	Initial	Last Name	29 Sex	55 Driver's First Name	Initial	Last Name	59 Sex
	[redacted]		[redacted]	M	-	-	-	-
	27 Number and Street: [redacted]			30 Eyes: 06	57 Number and Street: -			60 Eyes: -
	28 City: MONROE TWP	State: NJ	Zip: [redacted]		58 City: -	State: -	Zip: -	

	31 State	32 Drivers License No	33 DOB mm dd yy	34 Expires mm yy	61 State	62 Drivers License No	63 DOB mm dd yy	64 Expires mm yy
	NJ	[redacted]	[redacted]	08 10	-	- - -	- - -	- -

	35 Owner's First Name	Initial	Last Name	65 Owner's First Name	Initial	Last Name
	☒ Same As Driver			☐ Same As Driver [redacted]	-	[redacted]
	36 Number and Street: SAME			66 Number and Street: [redacted]		
	37 City: SAME	State:	Zip:	67 City: MONROE TWP	State: NJ	Zip: [redacted]

	38 Make	39 Model	40 Color	41 Year	42 Plate No.	43 State	68 Make	69 Model	70 Color	71 Year	72 Plate No.	73 State
	LEXUS	ES	SL	07	[redacted]	NJ	SATURN	ION	2D	05	[redacted]	NJ
	44 VIN: JTHBJ466X72[redacted]				45 Expires: 08 10		74 VIN: 1G8AJ52FX52[redacted]				75 Expires: 02 08	
	46 Vehicle Removed To ☐ Driven ☐ Left at Scene ☒ Towed ☐ Impound ☐ Disabled			47 Authority ☐ Owner ☐ Driver ☒ Police			76 Vehicle Removed To ☐ Driven ☐ Left at Scene ☒ Towed ☐ Impound ☐ Disabled			77 Authority ☐ Owner ☐ Driver ☒ Police		
	NOONANS						FIRST DUE TOWING					

	48 Alcohol/Drug Test	134 Crash Diagram (NOT TO SCALE)	78 Alcohol/Drug Test
	Given: ☒ No ☐ Yes ☐ Refused	Indicate North	Given: ☐ No ☐ Yes ☐ Refused
	Type: ☐ Breath ☐ Blood ☐ Urine		Type: ☐ Breath ☐ Blood ☐ Urine
	Results: 0.-- % ☐ Pending		Results: 0.-- % ☐ Pending
	49 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No. -	SEE ATTACHED	79 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No. -
	50 Carrier No. ☐ USDOT ☐ Other -		80 Carrier No. ☐ USDOT ☐ Other -
	51 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs		81 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs
	52 Carrier name -		82 Carrier name -

135 Crash Description

Accident investigation revealed: Vehicle one attempted to back out of Concordia shopping center parking spot, but drove forward instead. Vehicle one struck parked vehicle two in the front and continued to push vehicle two in a clockwise spin into the parking lot lane of travel. Vehicle one continued forward, then struck vehicle three in the rear. Vehicle three was then pushed into a concrete

136 Damage To Other Property: NONE

Oper.	137 Charge	☐ Multiple Charges	138 Summons No.	Oper.	139 Charge	☐ Multiple Charges	140 Summons No.
01	39:4-97	CARELESS DRIVING	MTF 8657	02	-		-

141 Officer's Signature: MARTINEZ | 142 Badge No.: 72 | 143 Reviewed By: ML | Badge No.: 45 | 144 Case Status: ☐ Pending ☒ Complete

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants - If Deceased, Date & Time of Death
A	01	01	01	04	80	M	05	08	1	09	04	-	-	[redacted] MONROE TWP NJ [redacted]
B														
C														
D														
E														

NJTR-1 (rev 07/2005) Record Bureau Copy

Page 2 of 4 ☐ Fatal

New Jersey Police Crash Investigation Report ☒ Reportable ☐ Non-Reportable ☐ Change Report

1 Case Number: 7023487
10 Crash Occurred On: 1600 PERRINEVILLE RD (Road Name) N (Dir) 11 Speed Limit: - - 12 Route No.: -625 Suffix: - 13 Milepost: --0.30
2 Police Dept. of: MONROE TOWNSHIP Code: 01
3 Station/Precinct: NA
☐ At Intersection with 1000 ☒ Feet ☐ Miles (14 15) ☐N ☐E ☒S ☐W of: PROSPECT PLAINS RD (16) 18 Speed Limit: 45
19 ☐ Ramp To: ☐ From: 17 Cross Road Name: - 20 Route/Name: - ☐NB ☐EB ☐SB ☐WB
4 Date of Crash mm dd yy: 10/05/07 5 Day of Week: Su M Tu W Th (F) Sa
6 Time (use 2400 hrs): 1145 7 Municipality Code: 1213 8 Total Killed: 00 9 Total Injured: 01
21 Latitude: --.------ 22 Longitude: --.------

Vehicle 1	Vehicle 2
23 Veh No: 03	53 Veh No: -
24 Policy No. *	54 Policy No. -
25 Ins Code *	55 Ins Code -
☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run	☐ Parked ☐ Ped ☐ Pedalcyclist ☐ Resp to Emergency ☐ Hit & Run
26 Driver's First Name / Initial / Last Name: -	55 Driver's First Name / Initial / Last Name: -
29 Sex: -	59 Sex: -
27 Number and Street: -	57 Number and Street: -
30 Eyes: -	60 Eyes: -
28 City: - State: - Zip: -	58 City: - State: - Zip: -
31 State: - 32 Drivers License No: -- -- --	61 State: - 62 Drivers License No: -- -- --
33 DOB mm dd yy: -- -- --	63 DOB mm dd yy: -- -- --
34 Expires mm yy: -- --	64 Expires mm yy: -- --
35 Owner's First Name / Initial / Last Name: ☐ Same As Driver [redacted]	65 Owner's First Name / Initial / Last Name: ☐ Same As Driver
36 Number and Street: [redacted]	66 Number and Street:
37 City: DEL RAY BEACH State: FL Zip: [redacted]	67 City: State: Zip:
38 Make: TOYOTA 39 Model: AVALON 40 Color: GY 41 Year: 06 42 Plate No: [redacted] 43 State: FL	68 Make: - 69 Model: - 70 Color: - 71 Year: - 72 Plate No: - 73 State: -
44 VIN: 4T1BK36B76U[redacted] 45 Expires: 06 08	74 VIN: - 75 Expires: -- --
46 Vehicle Removed To: ☐ Driven ☐ Left at Scene ☒ Towed ☐ Impound ☐ Disabled: TARRANTINOS 47 Authority: ☐ Owner ☐ Driver ☒ Police	76 Vehicle Removed To: ☐ Driven ☐ Left at Scene ☐ Towed ☐ Impound ☐ Disabled: - 77 Authority: - ☐ Owner ☐ Driver ☐ Police
48 Alcohol/Drug Test: Given: ☐ No ☐ Yes ☐ Refused; Type: ☐ Breath ☐ Blood ☐ Urine; Results: 0.__ %; ☐ Pending	78 Alcohol/Drug Test: Given: ☐ No ☐ Yes ☐ Refused; Type: ☐ Breath ☐ Blood ☐ Urine; Results: 0.__ %; ☐ Pending
49 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No. -	79 Hazardous Material: On Board ☐ Spill ☐ Name or Placard No. -
50 Carrier No. ☐ USDOT ☐ Other * -	80 Carrier No. ☐ USDOT ☐ Other * -
51 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs	81 Commercial Vehicle Weight: ☐ ≤ 10,000 lbs ☐ 10,001 - 26,000 lbs ☐ ≥ 26,001 lbs
52 Carrier name -	82 Carrier name -

104 Crash Diagram (NOT TO SCALE) — Indicate North

SEE ATTACHED

135 Crash Description

barrier, used to support an overhead light fixture. *Vehicle three's insurance info: Travelers of Florida Insurance Co. Policy # [redacted]

136 Damage To Other Property: NONE

Oper.	137 Charge	☐ Multiple Charges	138 Summons No.	Oper.	139 Charge	☐ Multiple Charges	140 Summons No.
03	-		-	-	-		-

141 Officer's Signature: MARTINEZ 142 Badge No.: 72 143 Reviewed By: ML Badge No.: 45 144 Case Status: ☐ Pending ☒ Complete

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants - If Deceased, Date & Time of Death
A														
B														
C														
D														
E														

NJTR-1 (rev. 07/2005) Record Bureau Copy

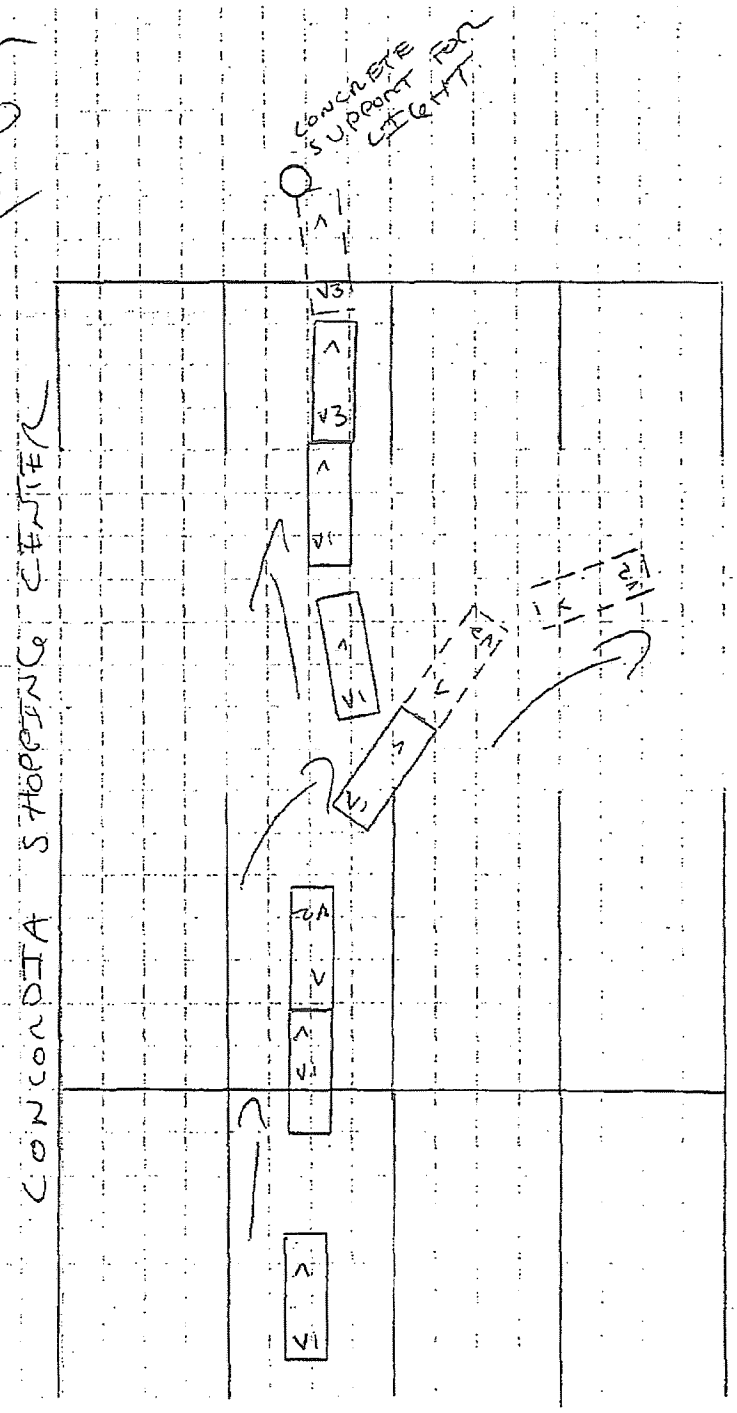
3-4

STATE OF NEW JERSEY MOTOR VEHICLE ACCIDENT DIAGRAM	Police Agency Monroe Twp Station NA Case No. 07-23487

79 Show NORTH by arrow

1

DIAGRAM NOT TO SCALE



OFF [redacted] 72

Officer's Signature Badge Number

NJTR-18 (R 11/82)

ge 4 of 4

Monroe Township Police Department
Accident Statement Form

Monroe Township Police
Case No: 07-2787

Driver / ~~Witness #~~ 1 Stated:

I BACKED CAR OUT FOOT ON BRAKE
COULD NOT STOP ACCELERATION -
PUT IT INTO DRIVE - COULD
NOT HALT FORWARD DRIVE WITH BRAKE
SMACKED TWO CARS

Print Name

Name: [redacted]

Address: [redacted]
MONROE TWP

Phone Number: [redacted]

Driver / Witness Signature: [redacted] Date: 10/5

Officer Signature: OFF. [redacted] Badge Number: 72

RBZ00032
date: 02-05-08
time: 02:54 PM

route to: Lollar, Steve

STATE FARM INDEMNITY COMPANY

VEHICLE DAMAGE REPORT

[redacted]

date of loss
10-05-07

```
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
*  Estimate Vehicle Info                                                          *
*                                                                                 *
*          Vehicle Owner: [redacted]                                              *
*    Vehicle Description: 07 LEXUS ES350 SEDAN SILVER                             *
*                                                                                 *
* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *
```

STATE FARM INSURANCE COMPANIES
P.O. BOX 8021
BALLSTON SPA, NEW YORK 12020
1-800-949-3494
FOR SUPPLEMENTS ONLY, CALL 1-866-378-4636

CD LOG NO 1343 -2 10-08-07 11:10 AM
SUPPLEMENT S2 10-23-07 11:20 AM

CLAIM INFORMATION
CLAIM # [redacted] POLICY #
COMPANY STATE FARM CLAIM REP REP,TEAM 17
FAX WORK PH# (800) 949-3494
INSURED [redacted] LOSS DATE 10-05-07
CLAIMANT LOSS TYPE COLLISION

INSPECTION
TYPE FIELD
PRIMARY POI FRONT END CENTER SECOND POI
APPRAISER NAME RENE LARDINOIS
ADDRESS INSP DATE 10-15-07
CITY STATE NJ LOCATION NP: TARENTINO A/B
ZIP CITY STATE MONROE NJ

OWNER
[redacted] WORK# [redacted]
HOME#
MONROE TWP NJ [redacted]

REPAIR
ATTN GEORGE SHOP LIC# 02200A
TARANTINO AUTOBODY CAR IN
134 HELMETTA RD CAR OUT
MONROE TWP NJ 08831- REPAIR DAYS
SHOP PHONE (732) 521-2266 FAX (732) 521-4222

VEHICLE
2007 LEXUS ES350 STD 4 DR SEDAN
6CYL GASOLINE 3.5

OPTIONS
TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
FRONT OBSTACLE WARNING SYSTEM XENON HEADLAMPS
REAR OBSTACLE WARNING SYSTEM

BODY COLOR SILVER MILEAGE 14,267
CONDITION VIN JTHBJ46GX72[redacted]
LICENSE # [redacted] CODE LX24
LICENSE STATE NJ VEH INSP #

REMARKS:
THIS IS NOT AN AUTHORIZATION TO REPAIR.

NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.
TO CONTACT STATE FARM FOR SUPPLEMENTS, CALL 1-866-EST-INFO

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = ** NON-OEM PART	UC = RECOND PART	UM = REMAN/REBUILT PART
EU = RECYCLED PART	EP = ** NON-OEM PART	PC = RECOND PART
PM = REMAN/REBUILT PART	TE = PARTL REPL PRICE	ET = PARTL REPL LABOR
IT = PARTIAL REPAIR	I = REPAIR	L = REFINISH
BR = BLEND REFINISH	TT = TWO-TONE	CG = CHIPGUARD
SB = SUBLET	N = ADDITIONAL OPERATION	RI = R&I ASSEMBLY
P = CHECK	RP = RP-RELATED PRIOR	UP = UP-UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJ%	B%	HOURS	R
I			UNIBODY-FRAME INCL SET REPAIR				S1	2.5*3*	
	>>SETUP & MEASURE								
N			UNIBODY-FRAME INCL SET ADDITIONAL OPERAT				S1	6.0*3*	
	>>RT FT SWAY & SAG, PRE-PULL LT FT RAIL, PULL FRONT UPPER BODY								
E	0005		BUMPER,FRONT	5202133170	171.21			INC	1
L	0005		BUMPER,FRONT	REFINISH				0.7	4
				0.6 SURFACE					
				0.1 TWO-STAGE					
E	0006	46	COVER,FRONT BUMPER	5211933945	280.21			1.8	1
L	0006		COVER,FRONT BUMPER	REFINISH				3.8	4
				2.7 SURFACE					
				0.6 TWO-STAGE SETUP					
				0.5 TWO-STAGE					
E	1046		RET,FRT BUMPER COVE LT	5311933141	11.01			INC	1
E	1047		RET,FRT BUMPER COVE RT	5311933141	11.01			INC	1
E	0069		RET,FRT BUMPER COVE LT	5214633050	23.43		S1	INC	1
E	0070		RET,FRT BUMPER COVE RT	5214533050	23.43		S1	INC	1
E	0561		RET,FRT BMPR COVER UP	MULTI-PART	14.88			INC	1
RI	1080		SENSOR,FRONT BUMPER LT	R&I ASSEMBLY				INC	1
	>>& CHECK								
RI	1081		SENSOR,FRONT BUMPER RT	R&I ASSEMBLY				INC	1
	>>& CHECK								
E	0535		FILLER,FRONT BUMPER LT	5314233040	9.33		S1	INC	1
E	0536		FILLER,FRONT BUMPER RT	5314133040	9.33		S1	INC	1
E	0629		FILLER,FRONT BUMPER LT	5314833010	9.33		S1	INC	1
E	0630		FILLER,FRONT BUMPER RT	5314333030	9.33		S1	INC	1
E	0068		FILLER,FRONT BUMPER	5212833908	6.51			INC	1
L	0068		FILLER,FRONT BUMPER	REFINISH				0.1	4
				0.1 SURFACE					
E	0038		PANEL,FRT BMPR LICENS	5211433180	41.75			0.2	1
E	0007		ABSORBER,FRONT BUMPER	5261133170	56.93			INC	1
E	0127		SUPT,FRONT BUMPER M LT	5211633080	103.41			INC	1
RI	0128		SUPT,FRONT BUMPER M RT	R&I ASSEMBLY				INC	1
E	0028		GRILLE ASSEMBLY	5311133260	191.39			INC	1
E	0025		CLIP,GRILLE	MULTI-PART	3.68				1

E	0133		SEAL,FRONT END PANEL	5315533030	16.40		INC	1
E	0012		MOULDING,GRILLE	5271133080	135.08		INC	1
E	0111		EMBLEM,GRILLE	9097502079	13.16		0.2	1
E	0041	01	HEADLAMP ASSY,XENON LT	8118533680	1,046.05		INC	1
E	0042	01	HEADLAMP ASSY,XENON RT	8114533680	1,046.05		INC	1
N	0973		HEADLAMPS AIM	ADDITIONAL OPERAT			0.4	1
RI	0337		BULB,XENON HEADLAMP LT	R&I ASSEMBLY		S2	INC	1
RI	0338		BULB,XENON HEADLAMP RT	R&I ASSEMBLY		S2	INC	1
	0014		MOTOR,HEADLAMP LT	R&I ASSEMBLY	INC	S2		1
	0015		MOTOR,HEADLAMP RT	R&I ASSEMBLY	INC	S2		1
RI	0046		SOCKET,HEADLAMP LT	R&I ASSEMBLY		S2	INC	1
RI	0047		SOCKET,HEADLAMP RT	R&I ASSEMBLY		S2	INC	1
RI	0018		MODULE,HDLMP CONTRO LT	R&I ASSEMBLY		S2	0.2	1
RI	0019		MODULE,HDLMP CONTRO RT	R&I ASSEMBLY		S2	0.2	1
E	0039		LAMP ASSEMBLY,FOG LT	8122133200	135.19	S1	INC	1
E	0040		LAMP ASSEMBLY,FOG RT	8121133200	135.19	S1	INC	1
E	0023		BRACKET,FRONT FOGLA LT	5212633070	20.34	S1	INC	1
E	0024		BRACKET,FRONT FOGLA RT	5212533070	20.34	S1	INC	1
E	0083		PANEL,HOOD	5330133150	590.32		1.1	1
L	0083		PANEL,HOOD	REFINISH			5.0	4
				3.0 SURFACE				
				1.2 EDGE				
				0.8 TWO-STAGE				
E	0088		LATCH,HOOD PANEL	5351033340	61.61		0.1	1
E	0089		SUPT,HOOD LOCK VERT	5320833040	31.53		INC	1
E	0084		HINGE,HOOD PANEL LT	5342033210	30.29		0.2	1
L	0084		HINGE,HOOD PANEL LT	REFINISH			0.4	4
				0.3 SURFACE				
				0.1 TWO-STAGE				
E	0085		HINGE,HOOD PANEL RT	5341033210	30.29		0.2	1
L	0085		HINGE,HOOD PANEL RT	REFINISH			0.4	4
				0.3 SURFACE				
				0.1 TWO-STAGE				
E	0010		LABEL,HOOD	1779231220	0.97		0.1	1
E	0074		LABEL,HOOD	1129831410	1.95		0.1	1
E	0073	07	PANEL ASSEMBLY,RAD SU	5320133200	401.19		11.9	1
L	0073		PANEL ASSEMBLY,RAD SU	REFINISH			1.8	4
				1.5 SURFACE				
				0.3 TWO-STAGE				
E	0755	01	RADIATOR	1640031410	518.94*	S1	INC	1
	>>PRICE IS AS PER SHOP'S INVOICE. PART#1640031520							
E	1018		SEAL,RAD MOUNTING PNL	5329533050	172.74		INC	1
E	0016		LABEL,RADIATOR SUPPOR	8872307030	0.58		0.1	1
E	0355		LABEL,RADIATOR SUPPOR	1679350010	1.03		0.1	1
E	0009		LABEL,RADIATOR SUPPOR	1129627020	1.43		0.1	1
E	0739	01	BLADE,ENGINE FAN LT	1636131120	53.15	S1	INC	1
E	0740	01	BLADE,ENGINE FAN RT	1636131130	71.37	S1	INC	1
E	0726	01	MOTOR,COOLING FAN LT	1636331080	168.13	S1	INC	1
E	0727	01	MOTOR,COOLING FAN RT	1636331090	168.13	S1	INC	1
E	0724	01	SHROUD,RADIATOR	1671131250	82.74	S1	0.7	1

2007 LEXUS ES350 STD 4 DR SEDAN 10-08-07 11:10 AM
CLAIM # [redacted] LOG 1343 -2 S2 10-23-07 11:20 AM

E	1754		SEAL,RADIATOR	165610P020	8.29	S1		1
E	1755		SEAL,RADIATOR	165620P020	4.60	S1	INC	1
N	0965		A/C EVAC RECHRG & RCV	ADDITIONAL OPERAT			1.8	2
E	0731		CONDENSER,A/C	8846006210	254.19		INC	2
E	0710		PIPE,A/C	8871233270	171.44	S2	0.2	2
E	0750		PIPE,A/C	8871133230	121.48	S2	0.2	2
ET	0645	07	SIDE MEMBER,FRONT L/F	PARTL REPL LABOR		S1	4.0	1
TE	0120	07	SIDE MEMBER,FRONT LT	PARTL REPL PRICE	445.01*	S1		1
	>>PRICE IS AS PER SHOP'S INVOICE							
L	0645		SIDE MEMBER,FRONT LT	REFINISH		S1	0.4	4
				0.3 SURFACE				
				0.1 TWO-STAGE				
E	0183	07	EXTENSION,SIDE MEMB LT	5710806011	49.93	S1	1.1	1
L	0183		EXTENSION,SIDE MEMB LT	REFINISH		S1	0.5	4
				0.4 SURFACE				
				0.1 TWO-STAGE				
E	1156		MOUNT,ENGINE CRADLE LT	5103607010	62.53	S1	0.2	2
E	1157		MOUNT,ENGINE CRADLE RT	5103507010	62.53	S1	0.6	2
I	0103		FENDER,FRONT LT	REPAIR			2.0	*1
L	0103		FENDER,FRONT LT	REFINISH			1.7	4
				1.4 SURFACE				
				0.3 TWO-STAGE				
BR	0104		FENDER,FRONT RT	BLEND REFINISH			0.9	4
				0.6 BLEND				
				0.3 TWO-STAGE				
E	0152		SKIRT,INNER FENDER LT	5387633171	60.55		INC	1
E	0153		SKIRT,INNER FENDER RT	5387533170	60.55		INC	1
E	0890		HORN,HIGH NOTE	86510AA010	56.87	S2	INC	1
E	0700		COVER,ENGINE FRONT LT	5144233090	84.07		INC	2
RI	0701		COVER,ENGINE FRONT RT	R&I ASSEMBLY			INC	2
E	1465		DIPSTICK,ENGINE	153010P010	12.60	S1		2
E	1668		HOSE,TRANS OIL COOLER	3294106060	27.87	S1	0.2	2
N	0988		SUSP ALIGN,4 WHEEL	ADDITIONAL OPERAT			2.0	1*
RI	0149		RESERVOIR,W/S WASHER	R&I ASSEMBLY			0.2	1
RI	0274		DEFLECTOR,ROCKER PA LT	R&I ASSEMBLY			INC	1
RI	0275		DEFLECTOR,ROCKER PA RT	R&I ASSEMBLY			INC	1
EC	M03		FLEX ADDITIVE	** NON-OEM PART	12.00*		INC	*4
EC	M06		PINSTRIPES-PAINTED	** NON-OEM PART	60.00*		INC	*4
EC	M17		COVER CAR EXTERIOR	** NON-OEM PART			0.2	*4
	>>FOR PRIMER							
E	M20		ANTI-FREEZE-COOLANT	REPLACE OEM	12.00*		INC	*1
	>>PRICE DIFFERENCE IS SUBJECT TO INVOICE							
N	M60		HAZARDOUS WASTE REMOVA	ADDITIONAL OPERAT	3.00*			1
N	M62		COLLISION ACCESS TIME	ADDITIONAL OPERAT			0.3	*1
	>>HOOD WILL NOT OPEN							
I			PINCH WELDS	REPAIR		S1	0.5	*1*
L			PINCH WELDS	REFINISH			0.5	*4*
EC			R134 @ $15.00 PER LB W	** NON-OEM PART	19.00*	S1	INC	*1*
EC			RESTORE CORROSION PROT	** NON-OEM PART		S1	0.3	*4*
E			CLIPS	REPLACE OEM	9.70*	S1	INC	*1*

>>PRICE IS AS PER SHOP'S INVOICE, 10 CLIPS

N	TRANS FLUID	ADDITIONAL OPERAT	6.50*	S1	INC*1*
E	THERMISTOR	REPLACE OEM	16.31*	S2	0.3*1*
E	RETAINERS	REPLACE OEM	0.85*	S2	1*
E	RETAINER	REPLACE OEM	7.15*	S2	1*
E	BULB	REPLACE OEM	19.61*	S2	1*

108 ITEMS

MC MESSAGE
01 CALL DEALER FOR EXACT PART # / PRICE
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	$ 7,478.49
OTHER PARTS	$ 100.50
PAINT MATERIAL	$ 400.80

ADJUSTMENTS DISCOUNT MARKUP

PARTS & MATERIAL TOTAL				$ 7,979.79
TAX ON PARTS & MATERIAL @ 7.000%				$ 558.59

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	$ 45.00	22.9	5.2	$ 1,264.50
2-MECH/ELEC	$ 45.00	1.4	1.8	$ 144.00
3-FRAME	$ 50.00		8.5	$ 425.00
4-REFINISH	$ 45.00	16.7		$ 751.50
5-PAINT	$ 24.00			

LABOR TOTAL		$ 2,585.00
TAX ON LABOR	@ 7.000%	$ 180.95
SUBLET REPAIRS		
TOWING		$ 190.00
STORAGE		
GROSS TOTAL		$ 11,494.33
LESS: DEDUCTIBLE		$ 500.00-
NET TOTAL		$ 10,994.33
LESS: PREVIOUS NET TOTAL		$ 10,520.10-
NET SUPPLEMENT TOTAL		$ 474.23

PXN Y/00/00/00/00/00 CUM 01/00/00/01/01 GEOCODE: 08610 STATE FARM NJ
AUDATEX PENPRO W0412 S2 LOG1343 -2 10-23-07 11:29:48

2007 LEXUS ES350 STD 4 DR SEDAN 10-08-07 11:10 AM
CLAIM # [redacted] LOG 1343 -2 S2 10-23-07 11:20 AM

REL 4.12.20 DT 10/07
(C) 1993 - 2006 AUDATEX NORTH AMERICA, INC.

3.3 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.
THIS IS AN ESTIMATE. REPAIR FACILITIES MUST INSPECT THE VEHICLE TO DETERMINE IF ANY REPAIRS NOT LISTED ARE REQUIRED, AND TO CONTACT STATE FARM BEFORE MAKING SUCH REPAIRS. REPAIRER ALSO IS RESPONSIBLE FOR CONDUCTING ANY NECESSARY INSPECTION AND SAFETY CHECKS PRIOR TO AND AFTER COMPLETING REPAIRS.

*** SUPPLEMENT RECONCILIATION ***
==========

CD LOG NO 1343 -2 SUPPLEMENT S2

CLAIM # [redacted] POLICY #
INSURED [redacted] INSP DATE 10-15-07
OWNER APPRAISER RENE LARDINOIS
VEHICLE 2007 LEXUS ES350 STD 4 DR SEDAN

ADDED LINES

GDE	PART	OPERATION		PRICE	AJ%	B%	LABOR	RATE
0014	MOTOR,HEADLAMP	LT R&I ASSEMBLY	S2	INC				SM
0015	MOTOR,HEADLAMP	RT R&I ASSEMBLY	S2	INC				SM
0018	MODULE,HDLMP CONTROL	LT R&I ASSEMBLY	S2				0.2	SM
0019	MODULE,HDLMP CONTROL	RT R&I ASSEMBLY	S2				0.2	SM
0046	SOCKET,HEADLAMP	LT R&I ASSEMBLY	S2					SM
0047	SOCKET,HEADLAMP	RT R&I ASSEMBLY	S2					SM
0337	BULB,XENON HEADLAMP	LT R&I ASSEMBLY	S2					SM
0338	BULB,XENON HEADLAMP	RT R&I ASSEMBLY	S2					SM
0710	PIPE,A/C	REPLACE OEM	S2	171.44			0.2	ME
0750	PIPE,A/C	REPLACE OEM	S2	121.48			0.2	ME
0890	HORN,HIGH NOTE	REPLACE OEM	S2	56.87			INC	SM
	THERMISTOR	REPLACE OEM	S2	16.31*			0.3*	SM*
	RETAINERS	REPLACE OEM	S2	0.85*				
	RETAINER	REPLACE OEM	S2	7.15*				
	BULB	REPLACE OEM	S2	19.61*				

CALCULATION CHANGES	FROM		TO		DIFFERENCE
GROSS PARTS		7,084.78		7,478.49	393.71+
TAX ON PARTS & MATERIAL	7.000%	531.03	7.000%	558.59	27.56+
SM - SHEET METAL	45.00	1,233.00	45.00	1,264.50	31.50+
ME - MECH/ELEC	45.00	126.00	45.00	144.00	18.00+
TAX ON LABOR	7.000%	177.49	7.000%	180.95	3.46+

SUPP 2 NET TOTAL 474.23+

SUMMARY	NET TOTAL	DATE	TIME	APPRAISER
SUPP 1	2,060.09	10-15-07	12:56 PM	PAUL PERCACCIO
SUPP 2	474.23	10-23-07	11:20 AM	RENE LARDINOIS

10/08/2007

Tuesday March 18, 2008 Logout

GET CUSTOMER INFO:

Customer ID:

First Name: MI:

Last Name:

Phone:

Email:

Organization:

Address:

City:

State: Zip:

VIN: JTHBJ46GX72[redacted]

Clear Submit

<< Back to Search Results List

CUSTOMER INFORMATION

MR [redacted]

[redacted]

MONROE TOWNSHIP, NJ [redacted]

Primary: [redacted]
Alternate:
Email:

Last Update: 03/25/2007, INITIAL LOAD

VEHICLE

Customer Role: OWNER
VIN: JTHBJ46GX72[redacted]
Year/Make/Model: 2007 LEXUS ES 350 (9000)
Original Selling Dealer: LAWRENCE LEXUS (62906)
Preferred Dealer:

Update Preferred Dealer

HOUSEHOLD

VEHICLE INFORMATION

HOU

Print Options

VEHICLE DETAILS

Product: 2007 LEXUS ES 350 (9000) VIN: JTHBJ46GX72[redacted]

DOFU: 08/23/2006
Built Date: 07/19/2006
Transmission Type: 6ECTI
Engine Type: 2GR
Model Description: ES 350 4-DOOR SEDAN

Factory Key Code
Exterior Color: TUNGSTEN PEARL (01G1)
Interior Color: BLACK (LA25)
Edition: ES350 4-DR SEDAN

Additional Vehicle Details

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Da
7LB-LEXUS ES 350 ALL WEATHER FLOOR MAT ACCESSORY FOR 2007 AND EARLY 2008 MODEL YEAR VEHICLES	Not Completed	----

TFS PRODUCT SUMMARY

Type	ID	Product Status

No records found.

SERVICE HISTORY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer
08/20/2007	----	12,525.0	LAWRENCE LEXUS-(62906)

Condition 1

Op Code Desc: 10000 MILE SERVICE NON WARRANTY-NON OEM
10,000 MILE SERVICE TASKS PERFORMED FOR 10,000 MILE SERVICE CHA
OIL AND OIL FILTER INSPECT AND CLEAN AIR FILTER IF NEEDED. CHECK
CORRECT ALL FLUID LEVELS AND INSPECT FOR LEAKS CHECK ALL INSTRU
AND ACCESSORIES CHECK TIRE WEAR AND SET TIRE PRESSURES FR

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer
01/23/2007	----	4,455.0	LAWRENCE LEXUS-(62906)

Condition 1

Op Code Desc:
5,000 MILE SERVICE ~|~5,000 MILE SERVICE ~|~MAINTENANCE

Op Code Desc: 5,000 MILE SERVICE

5,000 MILE SERVICE

Condition 2

Op Code Desc: OTHER INSPECTION
TECH COULDN'T DUPLICATE

Op Code Desc:
TECH COULDN'T DUPLICATE CONCERN AT THIS TIME TEST DROVE AT HIGI SPEEDS T ~|~C/S WHEN TAKING FOOT OFF GAS VEHICLE LURCHES CONC TIME TEST DROVE AT HIGH AND LOW SPEEDS T

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer
12/04/2006	----	3,130.0	LAWRENCE LEXUS-(62906)

Condition 1

Op Code Desc:
LEXUS PERSONALIZED SETTINGS ~|~LEXUS PERSONALIZED SETTINGS ~|~MAINTENANCE

Op Code Desc: LEXUS PERSONALIZED SETTINGS
LEXUS PERSONALIZED SETTINGS

Condition 2

Op Code Desc:
TECH TEST DROVE & ALSO TEST DROVE WITH CUSTOMER & WAS NOT ABI DUPLICATE CONC ~|~C/S WHEN DRIVING AROUND 40MPH & CUSTOMER (ACCELERATE THERE IS A LURCH WHEN GAS PEDAL IS RELEASED & REAPP TEST DROVE & ALSO TEST DROVE WITH CUSTOMER & WAS NOT ABLE TO CONC

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer
08/31/2006	----	8.0	LAWRENCE LEXUS-(62906)

Condition 1

Op Code Desc:
NEW CAR DETAIL ~|~NEW CAR DETAIL

Op Code Desc: OTHER INSPECTION
NEW CAR DETAIL

Condition 2

Op Code Desc:
PRE DELIVERY INSPECTION ~|~PRE DELIVERY INSPECTION ~|~F

Op Code Desc: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES
PRE DELIVERY INSPECTION

OWNERSHIP HISTORY

Associated Parties	Role	Start Dat
[redacted]	OWNER	08/23/200
	DRIVER	08/23/200

PRIVATE PRIVATE PRIVATE

Private-Internal Use Only

VEHICLE	CUSTOMER	HOUSEHOLD
2007 LEXUS ES 350 (9000)	MR [redacted]	Household Lifetime Value:*
JTHBJ46GX72[redacted]		*Information Updated Monthly

VEHICLE DETAILS

Product: 2007 LEXUS ES 350 (9000)
DOFU: 08/23/2006
Built Date: 07/19/2006
Transmission Type: 6ECTI
Engine Type: 2GR

VIN: JTHBJ46GX72[redacted]
Model Description: ES 350 4-DOOR SEDAN
Exterior Color: TUNGSTEN PEARL (01G1)
Interior Color: BLACK (LA25)
Edition: ES350 4-DR SEDAN

Original Selling Dealer: LAWR LEXUS (62906)
Last Known Mileage: 15
Last Known Mileage Date: 08/23/
Last Known Mileage Source: RDR

ADDITIONAL VEHICLE DETAILS

Original MSRP: $38,379
Order Date: 07/2006
Port Damage: No

Plant of Manufacture: TMC
Body Style: 4-DOOR SEDAN
Engine Serial Number: A062409

Tire Make/Brand: UNSPECIFIED
Tire Size:

Port/Factory Installed Equipment

Description	Installation Source
Bluetooth Audio Includes: Voice-Activated Wireless Bluetooth Hands-Free System(DC)	Factory
Preferred Accessory Package: Trunk Mat, Cargo Net and Wheel Locks(Z1)	Port
Heated and Ventilated Front Seats(HH)	Factory
Wood & Leather Steering Wheel(WU)	Factory
Intuitive Parking Assist(PA)	Factory
Rear Seat Side Airbags(BE)	Factory
Full Size Spare Tire(FS)	Factory
High Intensity Discharge Headlamps w/AFS(HL)	Factory
Premium Package Includes: Leather Trim Interior with Memory for Driver's Seat, Outside Mirrors, and Power Tilt/Telescoping Steering Wheel(PM)	Factory

Standard Installed Equipment

Description

PERFORMANCE FEATURES
3.5 Liter 272HP Four Cam 24-Valve V6 Engine
All-Aluminum Engine Construction & Dual VVTi
6-Speed Automatic Transmission w/Sequential Shift
Front Wheel Drive
Dual Exhaust with Seamless Chrome Tips
4-Wheel Independent MacPherson Strut-Type
Suspension with Gas Pressurized Shock Absorbers
Front and Rear Stabilizer Bar
4-Wheel Power Assisted Ventilated Front/Solid
Rear Disc Brakes
17" Aluminum Alloy 7-Spoke Wheels
215/55R17 All-Season Tires
SAFETY FEATURES
Dual Front Airbags, Dual Front Knee Airbags, Front
Seat-Mounted Side Impact Airbags, Fr & Rr Side
Curtain Airbags, Supplemental Restraint Sys (SRS)
3-Point Safety Belts for All Seating Positions
Fr & Rr Outboard Seat Belt Pretensioners with
Force Limiters

Vehicle Stability Control (VSC) with TRAC
4-Wheel Anti-Lock Braking System (ABS) with
Electronic Brakeforce Distribution (EBD)
Energy Managing Crumple Zones, Side Door Beams
Theft-Deterrent System w/ Engine Immobilizer
Projector-Bulb Headlamps w/ Integrated Foglamps/
Daytime Running Lights (DRL)
Variable Intermittent Wipers with Mist Control
Tire Pressure Monitor System
Tool Kit and First Aid Kit
LUXURY AND CONVENIENCE FEATURES
SmartAccess with Push Button Start/Stop
10-Way Power Adjustable Driver & Passenger Seats
includes 2-way Power Lumbar
Electrochromic Auto-Dimming Interior Mirror
Heated Outside Mirrors
One-Touch Open/Close Pwr Tilt-and-Slide Moonroof
Automatic Dual Zone Climate Control
Automatic On/Off Headlamps
Lexus Premium Audio System w/In-Dash 6-Disc CD
Player Automatic Sound Levelizer (ASL) & MP3
Player Connectivity (miniplug) & 8-Speakers
Power Front and Rear Windows with Auto One-
Touch Up/Down and Pinch Protection
Power Door Locks with Anti-Lock Out
Power Tilt/Telescoping Steering Wheel w/Audio &
Display Functions & Column-Mounted Cruise Control
Key FOB-Integrated Multi-Function Remote Entry Sys
Rear Glass Imprinted Antenna w/FM Diversity Sys
Front Cup Holders with Adjustable Holder Ring
Rear Arm Rest with Cup Holders
Heavy-Duty Rear Window Defogger with Timer
Scheduled Maintenance Indicator Light
Lexus Personalized Settings
LED Interior Lighting
Carpeted Floor Mats
Carpeted Floor Mats

SERVICE HISTORY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
08/20/2007	----	12,525.0	LAWRENCE LEXUS-(62906)	0083765	$119.31

Condition 1

Op Code Desc: 10000 MILE SERVICE NON WARRANTY-NON OEM
10,000 MILE SERVICE TASKS PERFORMED FOR 10,000 MILE SERVICE CHANGE ENGINE OIL AND OIL FILTER INSPECT AND CLEAN AIR FILTER IF NEEDED. CHECK AND CORRECT ALL FLUID LEVELS AND INSPECT FOR LEAKS CHECK ALL INSTRUMENT LIGHTS AND ACCESSORIES CHECK TIRE WEAR AND SET TIRE PRESSURES FR

Pay Type: CUSTOME
Claim No. ----
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
01/23/2007	----	4,455.0	LAWRENCE LEXUS-(62906)	0071984	$67.00

Condition 1

Op Code Desc:
5,000 MILE SERVICE ~|~5,000 MILE SERVICE ~|~MAINTENANCE

Op Code Desc: 5,000 MILE SERVICE
5,000 MILE SERVICE

Pay Type: WARRANT
Claim No. 71984*
SSC No. ----
Agreement ----

Condition 2

Op Code Desc: OTHER INSPECTION
TECH COULDN'T DUPLICATE

Op Code Desc:

Pay Type: CUSTOME
Claim No. ----
SSC No. ----
Agreement ----

TECH COULDN'T DUPLICATE CONCERN AT THIS TIME TEST DROVE AT HIGH AND LOW SPEEDS T ~|~C/S WHEN TAKING FOOT OFF GAS VEHICLE LURCHES CONCERN AT THIS TIME TEST DROVE AT HIGH AND LOW SPEEDS T

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
12/04/2006	----	3,130.0	LAWRENCE LEXUS-(62906)	0069138	$36.00

ondition 1

Op Code Desc:
LEXUS PERSONALIZED SETTINGS ~|~LEXUS PERSONALIZED SETTINGS ~|~MAINTENANCE

Op Code Desc: LEXUS PERSONALIZED SETTINGS
LEXUS PERSONALIZED SETTINGS

Pay Type: WARRANT
Claim No. 69138*
SSC No. ----
Agreement ----

ondition 2

Op Code Desc:
TECH TEST DROVE & ALSO TEST DROVE WITH CUSTOMER & WAS NOT ABLE TO DUPLICATE CONC ~|~C/S WHEN DRIVING AROUND 40MPH & CUSTOMER GOES TO ACCELERATE THERE IS A LURCH WHEN GAS PEDAL IS RELEASED & REAPPLIED TECH TEST DROVE & ALSO TEST DROVE WITH CUSTOMER & WAS NOT ABLE TO DUPLICATE CONC

Pay Type: INTERNAL PAY
Claim No. ----
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
08/31/2006	----	8.0	LAWRENCE LEXUS-(62906)	0064054	$257.00

Condition 1

Op Code Desc:
NEW CAR DETAIL ~|~NEW CAR DETAIL

Op Code Desc: OTHER INSPECTION
NEW CAR DETAIL

Pay Type: INTERNAL PAY
Claim No. ----
SSC No. ----
Agreement ----

Condition 2

Op Code Desc:
PRE DELIVERY INSPECTION ~|~PRE DELIVERY INSPECTION ~|~F

Op Code Desc: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES
PRE DELIVERY INSPECTION

Pay Type: WARRANT
Claim No. 64054*
SSC No. ----
Agreement ----

Disclaimer: This information is proprietary and confidential and is intended for internal use only by authorised TMS/TFS personnel.It may not be sh with customers,dealers, or other parties outside TMS/TFS

Disclaimer: The Service History displayed, contains only service information reported to Toyota, by Toyota and Lexus dealers. It does not contain other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes n representations regarding, its completeness or accuracy.

PRIVATE PRIVATE PRIVATE

[redacted]
[redacted]
Monroe Twp., N.J. [redacted]
Tel. [redacted]
Fax [redacted]

Facsimile Transmission Cover Letter

Date: 10/16/07

Message To;

[redacted]

Name STATE FARM INS. CLAIM # [redacted]

Company

City & State

Fax Number 1888 - 559 - 2022

Telephone No.

Total Pages, Including Cover Letter 4

Message: RECALL NOTICE RECEIVED AFTER ACCIDENT OCCURED — CONTACT TOYOTA TO REIMBURSE $ 500 DEDUCTIBLE ON COLLISION

Message From:

Name: [redacted]

If you do not receive all the pages, please

Call me at the above telephone number.

RE CLAIM #1

[redacted]

LEXUS

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

SSC 7LB – LEXUS ES 350 ALL WEATHER FLOOR MAT ACCESSORY SAFETY RECALL NOTICE FOR 2007 AND EARLY 2008 MODEL YEAR VEHICLES

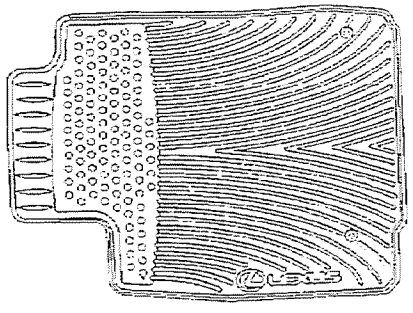
Dear Lexus Owner:

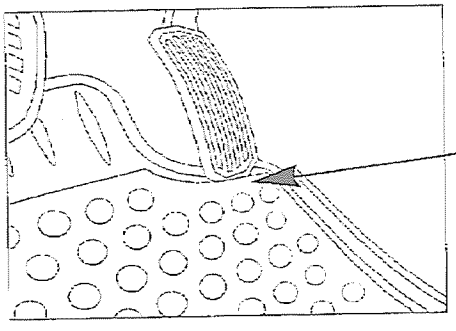
This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the *optional* Lexus ES 350 All Weather Floor Mat (floor mat constructed from heavy duty rubber) designed specifically for certain 2007 and early 2008 model year ES 350 vehicles. ***We are sending you this notice in the event you purchased this accessory.***

What is the condition?

The *optional* Lexus ES 350 All Weather Floor Mat is specifically engineered and manufactured for ES 350 vehicles. This includes two grommet holes in the All Weather Floor Mat and retaining hooks (clips) to secure the mat to the vehicle's carpet. In recent months, Lexus has received reports regarding the optional Lexus ES 350 All Weather Floor Mat slipping forward and interfering with the movement of the accelerator pedal. (Please see the diagram for the specific mat involved). Lexus has investigated these reports and determined that if the optional Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of an existing carpeted floor mat) **is not secured by the retaining hooks (clips)** and the mat moves forward, it may interfere with the accelerator pedal returning to the idle position. If this condition occurs, in the worst case, it may increase the possibility of a crash.

Lexus ES 350 All Weather Floor Mat Involved in this recall





If the Lexus ES 350 All Weather Floor Mat is **not secured by the retaining hooks (clips)** and the mat moves forward, it may interfere with the accelerator pedal.

What will Lexus do?

Lexus is currently developing a design modification to the driver's seating position All Weather Floor Mat. We will send another notification when the new driver's seating position All Weather Floor Mat is available. We anticipate the second notification will begin mailing in mid-to-late November, 2007. The original driver's seating position All Weather Floor Mat will be exchanged for a new one at that time.

What should you do?

Until the new driver's seating position Lexus ES 350 All Weather Floor Mat is ready, we request your assistance in regularly verifying the floor mat is properly secured using the retaining hooks (clips) provided. If the mat is properly secured, it will not interfere with the accelerator pedal. Good times to check are after filling your vehicle's tank with gasoline, after a carwash and/or vehicle interior cleaning, when another driver is about to drive the vehicle, etc. More than one floor mat should ***never*** be used in the driver's seating position, as the retaining hooks (clips) are designed to accommodate only one floor mat at a time. Please refer to the floor mat section of your Owner's Manual for further information regarding the retaining hooks (clips).

If you would like to immediately return the All Weather Floor Mat set for a refund, please bring your Lexus ES 350 All Weather Floor Mat set to your local Lexus dealership and they will make the necessary arrangements. The dealership will require your Vehicle Identification Number during the return process.

If your vehicle **does not have the Lexus ES 350 All Weather Floor Mat** (please see the diagram for the specific mat involved), it is ***NOT*** involved in this recall. Please return the enclosed postcard to notify us that you do not have the Lexus ES 350 All Weather Floor Mat accessory, so we may remove your name and address information from future mailings regarding this issue. However, during our investigation, it was noted that floor mat interference is possible in any vehicle with any combination of floor mats. Therefore, if you utilize non-Lexus floor mats, ***please make sure they are also properly secured using the appropriate retention device and do not place them on top of another floor mat.***

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner if possible.

Spanish translation on reverse side
Traducción en español en el reverso

What if you experience accelerator pedal interference prior to your appointment?

Each circumstance may vary, and drivers must use their best judgment, but Lexus is providing the following instructions and warnings if the All Weather Floor Mat should interfere with the accelerator pedal:

- If it is possible and safe to do so, pull back the floor mat as it may dislodge the accelerator pedal from the All Weather Floor Mat.
- If you need to stop the vehicle immediately, firmly step on the brake pedal with both feet. Do not pump the brake pedal as it will deplete the vacuum utilized for the power brake assist.
- If you can safely stop the vehicle, firmly hold down the Engine Start/Stop button for at least three seconds to turn off the engine. Do not tap the Engine Start/Stop button. However, by turning off the engine, you will lose both power brake assist and power steering assist.

What if you have previously paid for the replacement of the Lexus ES 350 All Weather Floor Mat Accessory for this specific condition?

If you have previously paid for the replacement of the Lexus ES 350 All Weather Floor Mat ***for this specific condition*** prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Lexus Customer Assistance, L201
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. If you purchased your Lexus ES 350 All Weather Floor Mat (see diagram provided in this letter) over-the-counter, please also include your receipt for the purchase of the mat. Please allow 4 to 6 weeks to review your request.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

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

Spanish translation on reverse side
Traducción en español en el reverso

Lexus and Toyota recall floor mats : Consumer Reports Cars Blog

ConsumerReports

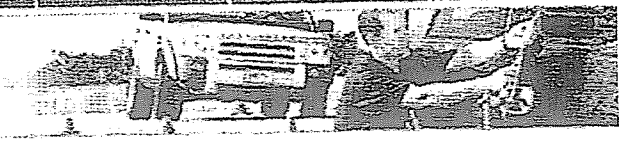
Expert • Independent • Nonprofit

ConsumerReports.org

A TO Z INDE

Cars | Appliances | Electronics & computers | Home & garden | Health & fitness | Personal finance | Babies & kids

CONSUMER REPORTS Car Blog



« Stability control - Doing the right thing | Main | U.S. gas prices--October 1, 2007 »

October 01, 2007

Lexus and Toyota recall floor mats

Toyota Motor Sales, USA, along with the National Highway Traffic Safety Administration (NHTSA), has announced it will recall 55,000 All-Weather Floor Mats due to a problem with the mats potentially getting stuck under the accelerator pedal in certain cars. If not secured properly using the provided retention hooks, the heavy-duty rubber mats can slide forward causing the vehicle to accelerate uncontrollably. The recall affects driver's side floor mats that were an option on 2007 and early 2008 Lexus ES 350 and Toyota Camry models.

Toyota will notify owners by mail in early October and will begin replacing the mats in November at no charge to consumers.

Toyota also urges all drivers utilizing a driver's side floor mat to make sure they are properly secured and not placed on top of another floor mat. The hooks for the mats are designed to accommodate only one floor mat at a time.

If you have any questions on the recall, contact your local Toyota (888-270-9371) or Lexus (800-255-3987) dealer. Or call the National Highway Traffic Safety Administration's Hotline at 888-327-4236.

Although this recall affected Toyota and Lexus vehicles, improper mat usage can pose risks in any vehicle. When installing factory or aftermarket mats, follow the directions. If your vehicle has them, utilize the mat anchors; they provide a real safety benefit of keeping the mats secure and out of the way of the pedals. And do not stack a new mat on the old one. The combined height of the two mats or a loose upper mat may interfere with pedal operation.

--Liza Barth

Discuss Lexus and Toyota in the Consumer Reports Forums.

Posted at 02:16 PM in Auto news, Lexus, Liza Barth, Maintenance, Safety, Toyota | Permalink

Comments

I've used aftermarket mats for many years. Most I've had slip under the accelerator at some point and result in a sustained run up in speed and sometimes is frightening. I don't know of any aftermarket mats that have the anchors. Even those that are ordered as "custom" from very large aftermarket firms.

Posted by: Speedracer | October 05, 2007 at 01:37 PM

Not using the anchors isn't a defect, it's simple owner/operator error. Why is the manufacturer being

TOY-RQ-05D-00000730

route to: Steve Lollar

STATE FARM INDEMNITY COMPANY

AUTO PAYMENTS BY COL

claim number [redacted]

policy number [redacted]

date of loss
10-05-07

COL 050

C denotes consolidated payment
E denotes EFT payment
P denotes previous data

COL: 050	indemnity:	0.00	dir rcov:	0.00	expense:	19.60	
mini: 051	indemnity:	0.00	dir rcov:	0.00	expense:	19.60	

	payment number	payee	amount	status	COL	pay cd	rsn	reporting party
E	117580938K	CONSOLIDATED SE	19.60	PAID	051	8		[redacted]

COL 200

C denotes consolidated payment
E denotes EFT payment
P denotes previous data

COL: 200	indemnity:	25,761.17	dir rcov:	0.00	expense:	0.00	

	payment number	payee	amount	status	COL	pay cd	rsn	reporting party
	117851315J	NJM INSURANCE G	12,475.25	O/S	200	1		[redacted]
	117851315J	NJM INSURANCE G	160.00	O/S	205	2		
	117642660J	TARANTINO'S AUT	279.64	PAID	200	3		ASSENZI, S
E	117642627K	ENTERPRISE RENT	1,046.48	PAID	205	3		ASSENZI, S
	117399484J	TARANTINO'S AUT	3,287.39	PAID	200	1		ASSENZI, S
	117491512J	TARANTINO'S AUT	8,512.41	PAID	200	2		ASSENZI, S

COL 400

C denotes consolidated payment
E denotes EFT payment
P denotes previous data

COL: 400	indemnity:	10,994.33	dir rcov:	0.00	expense:	0.00	

	payment number	payee	amount	status	COL	pay cd	rsn	reporting party
	117641148J	TARANTINO'S AUT	474.23	PAID	400	3		Named Insu
	117399570J	TARANTINO'S AUT	10,520.10	PAID	400	1		Named Insu
	117490903J	[redacted] & T	8,460.01	STOP	400	2		Named Insu

COL 501

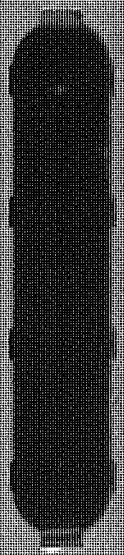
C denotes consolidated payment
E denotes EFT payment
P denotes previous data

COL: 501	indemnity:	176.00	dir rcov:	0.00	expense:	0.00	

	payment number	payee	amount	status	COL	pay cd	rsn	reporting party
E	117025540K	ENTERPRISE RENT	176.00	PAID	501	1		Named Insu

[redacted]

EASTERN REGION



TOY-RQ-05D-00000732

Case Activity Report

Case # : 0906124124 **Case Type :** GENERAL **Owner's Group :** Field

Brand : Lexus **Case/Activity Last Updated :** 06/19/2009 09:33:04

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

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBL46F275[redacted]
MODEL YR. :	2007
MODEL :	LS 460
GRADE :	4-Dr Sedan
MODEL NUMBER :	9100
ENGINE :	3UZ
TRANSMISSION :	8ECTI
SELLING DEALER CODE & NAME :	63702 THOMPSON LEXUS
DOFU :	11/13/2006
CURRENT MONTHS :	31
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	RYANL
CREATED DATE :	06/17/2009 08:42:13
CREATED BY :	KIYANA
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	06/19/2009 09:33:04
CLOSED BY :	RYANL
CLOSER'S GROUP :	Field

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 :	0

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
06/17/2009 15:32:16 / Call - Inbound	Done	KIYANA / Eastern Rep	Cust sts he owns a 2007 LS 460. Cust sts that his veh suddenly accelerated. Cust sts that a FTS inspected the veh. Cust sts that he would like to have detailed information about the inspection. Adv cust that since the inspection report is privledge information it is for internal use only. Adv cust that what LCS can look into is letter adv Lexus position.	

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

TOY-RQ-05D-00000733

Case Activity Report

ACTIVITIES				
CREATED / TYPE	**STATUS**	**OWNER / JOB TITLE**	**DESCRIPTION**	**RESPONSE**
06/17/2009 15:43:48 / Call - Outbound	Done	KIYANA / Eastern Rep	Called Eastern Customer sat analyst LRyan. L/m requesting c/b.	
06/17/2009 16:04:55 / Call - Inbound	Done	KIYANA / Eastern Rep	Eastern Customer sat analyst LRyan called. LRyan sts that the area does not have detailed information about the inspection. LRyan adv to call FTS. Thanked LRyan.	
06/17/2009 16:06:34 / Call - Outbound	Done	KIYANA / Eastern Rep	Called FTS Jeff Pelegrinno. L/m requestong c/b.	
06/17/2009 20:11:49 / Call - Outbound	Done	KIYANA / Eastern Rep	Called FTS Jeff Pelegrino to f/u. FTS sts that he has inspected the veh. FTS requested LCS to call Area office regarding the inspection request. FTS sts that the inspection report has not been provided to the area at this point. Thanked FTS.	
06/17/2009 20:16:09 / Call - Outbound	Done	KIYANA / Eastern Rep	Called Eastern Customer sat analyst LRyan. Adv LRyan of information provided by FTS. LRyan requested LCS to fwd case to the area office. Thanked Area.	
06/18/2009 19:49:51 / Call - Inbound	Done	RYANL / CSA	Inspection has been completed and forwarded to Legal. The customer will receive a letter from TMS Legal within 2 weeks advising the customer of the inspection results.	

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

TOY-RQ-05D-00000734

Case Activity Report

Case # : 0906112145 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 06/09/2009 07:04:21

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

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBL46F275[redacted]
MODEL YR. :	2007
MODEL :	LS 460
GRADE :	4-Dr Sedan
MODEL NUMBER :	9100
ENGINE :	3UZ
TRANSMISSION :	8ECTI
SELLING DEALER CODE & NAME :	63702 THOMPSON LEXUS
DOFU :	11/13/2006
CURRENT MONTHS :	31
CURRENT MILES :	40000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	BERGENW1
CREATED DATE :	06/09/2009 07:03:45
CREATED BY :	BERGENW1
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	06/09/2009 07:04:21
CLOSED BY :	BERGENW1
CLOSER'S GROUP :	Lexus 2B

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 :	0

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
06/09/2009 13:57:12 / Call - Inbound	Done	BERGENW1 / Eastern Rep	Cust sts that the veh accel w/o cust using the accel. Cust sts that RA is coming to pick him up. Cust sts that he was told to call LCS to report this issue.	LCS apol & adv his concerns have been doc'd and to c/b if nec.

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

TOY-RQ-05D-00000735

FILE START

Case Activity Report

Case # :	0907130187	**Case Type :**	ARBITRATION	**Owner's Group :**	Field
Brand :	Toyota	**Case/Activity Last Updated :**	07/29/2009 06:36:32		
Case Title :	ARBITRATION REQUEST ; SERVICE RELATED ; BRAKE SYSTEM ; PADS/SHOES WEAR				

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMBD33V875 [redacted]
MODEL YR. :	2007
MODEL :	RAV4
GRADE :	4 CYL
MODEL NUMBER :	4432
ENGINE :	2AZ
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
DOFU :	08/20/2007
CURRENT MONTHS :	23
CURRENT MILES :	43000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	DIVERH
CREATED DATE :	07/22/2009 13:20:12
CREATED BY :	REDDN
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	07/23/2009 04:58:04
CLOSED BY :	REDDN
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
REGION CODE - NAME :	16 - New York
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
07/22/2009 20:16:36 / Call - Inbound	Done	REDDN / Tier 2A Rep	==SUPERVISOR CALL=== ARB Previous Case # 0907129635 & 200902040513 NCR Melissa Gonzales received call from customer & she refused to hang-up until cust spk to supervisor. rep warm transferred call.	

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

TOY-RQ-05D-00000737

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			Caller sts multi concerns w/vehicle and dealership, sts tired of dealing with this dealer and has contacted state DMV office to file fraud claim, states she is a legal attorney & previously contacted Toyota & making the following requests 1. prev case #200902040513, sts wants dealership to refund $20 she gave ASM Elliot to put gas into vehicle in order for dlr to test drive fuel gage repair. 2. request dealer to advise customer if dealer tech inspected Left Rear hub bearing, sts previously l/m for ASM Elliot with request and dlr ASM never calls customer back 3. request Dealer to know when dlr made last diag of AC estimate dealer did not put back onto vehicle the undercarriage panel & left parts and screws in box, feels safety cncrn.....NOTES CONTINUED	
07/22/2009 20:22:14 / Notes Continuation	Done	REDDN / Tier 2A Rep	NOTES CONTINUED..... 4. request to document Dealer & Product issue - cncrn w/AC not working & took veh to dlr, sts dlr gave cust hand written estimate of $5K to rpr, Sts Service Concern is by law, b/c dlr does not have a bodyshop the dlr has to provide a printed estimate & disclose they are subletting a rpr, sts b/c dlr never did that cust has contacted state of California DMV & made report for fraudulent practice, sts took veh to indep who gave estimate of $2400 for same rprs. 5. request Regional rep Tom Moran to call and explain why the brake pads he shipped back to customer were not even worn to 3 mm as dlr stated, sts also req regional rep to explain why he told customer the serial number would be stamped on brake pad itself, sts feels region has now involved themselves because they shipped the parts to customer and will include cust into lawsuit 6. requests Toyota to get customer out of Lease vehicle early due to all the service issues this dealership has caused	

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

TOY-RQ-05D-00000738

Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			Cllr sts has documented every call, sts written letters and will fax another letter to Toyota and will not let this go. Sts will never repurchase another Toyota vehicle, sts will tell everyone not to buy a Toyota vehicle and will file arb lawsuit which Toyota will loose. Sts wanted Toyota to have opportunity to get cust out of Lease first.....NOTES CONTINUED	
07/22/2009 20:24:36 / Notes Continuation	Done	REDDN / Tier 2A Rep	NOTES CONTINUED AGAIN.....Ncr apol & adv cust will need to seek ARB if cust seeks repurchase veh, adv no warranty defects w/recuring repair concerns, ncr adv cust of arb ppwk, adv 7-10 days to receive. Ncr adv dlr service personnel concerns will be documented Ncr adv if cust seeks warranty or veh rprs concerns other Toyota dlrs avail and toyota will document service concerns but Region or Corporate does not contact customers back to advise outcome if any investigation would occure but regional office reps will be advised Ncr adv since cust repeatedly stated she will never take veh back to Toyota Dealership but wanted dlr to know cust seeks reimb of $20 for gas, b/c cust stated not to have dlr contact toyota can only document the cncrns. Cllr now req dlr to contact her about the $20. Ncr adv any Toyota dealer can inspect veh for factory defects Cllr sts reason cust went to this dlr b/c 4 blocks from work and will not drive clear out way to take veh to dealer Ncr adv cust up to customer if she chooses not to take veh to closer dealership, if cust seeks to use indep can submit claim back to Toyota Cllr stated will not pay for any repairs - Cllr req Toyota to shut down dealership and contacting Toyota as one last chance to get vehicle out of Lease	

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

TOY-RQ-05D-00000739

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			as once case goes to Legal will ask for much more & req legal to call her. Ncr apol & adv cust will forward request for ARB ppwk, confirmed if cust seeks to fax letter to Toyota can fax to 310-381-4646	
07/22/2009 20:31:58 / Notes Continuation	Done	REDDN / Tier 2A Rep	ncr sent email to MLopez to mail ARB ppwk, cc Case Manager KGohn and actioned case to region	
07/22/2009 20:44:09 / Letter - Outbound	Done	LOPEZM3 / Tier 2A Rep	NOTE: ARB pprwk mailed out.	
07/29/2009 13:15:02 / Fax - Inbound	Done	REDDN / Tier 2A Rep	=ATF, RIGHTFAX, DATE SENT & RECEIVED 7/28/09== customer faxed 24 page fax. cust stated in letter same previous concerns cust faxed in photos (not able to destinguish- too dark) copy of written estimate from dealer copy of written estimates from indep shop copy of Dlr RO#135205 copy of letter dated 1/12/09- sent to General Counsel of Toyota copy of Dlr RO#127815, RO#128333, RO#129780 copy of letter dated 1/6/09- sent to Toy of Manhatten re: brake wear	
07/29/2009 13:34:52 / Call - Outbound	Done	REDDN / Tier 2A Rep	==OUTGOING CALL TO REGION== ncr called regional rep HDiver, adv region of fax received & forwarded copy of fax via email to HDiver, adv CEC documented into case and no additional action will be taken as arb ppwk has been mailed	

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TOY-RQ-05D-00000740

Case Activity Report

Case # :	0907129635	**Case Type :**	GENERAL	**Owner's Group :**	Toyota 2A
Brand :	Toyota	**Case/Activity Last Updated :**	07/22/2009 13:35:18		
Case Title :	SERVICE ; PERSONNEL ; ;				

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMBD33V875 [redacted]
MODEL YR. :	2007
MODEL :	RAV4
GRADE :	4 CYL
MODEL NUMBER :	4432
ENGINE :	2AZ
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
DOFU :	08/20/2007
CURRENT MONTHS :	23
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	GORDOND1
CREATED DATE :	07/22/2009 10:28:16
CREATED BY :	GORDOND1
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	07/22/2009 10:29:50
CLOSED BY :	REDDN
CLOSER'S GROUP :	Toyota 2A

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

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TOY-RQ-05D-00000741

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
07/22/2009 17:23:30 / Call - Inbound	Done	GORDOND1 / Tier 2A Rep	Cust stated that she went to the dlr and was adv that she needed an A/C Condensor and they removed major components from the bottom of her veh and put he veh back leaving a part out of the veh. cust stated she not longer wants her veh. Cust stated that a rep from corporate Toy(Tom Morin 973 808 5273) was sent to investigate at matter regarding a prior complaint she had for he brakes and lyed to her. NCR called Tom Morin 973 808 5273 and recieved voicemail. Tom Morin is from the region not headquarters Toy. NCR was goin to adv cust of arb. Cust hung up while on hold.	
07/22/2009 20:34:51 / Notes Continuation	Done	REDDN / Tier 2A Supervisor	NEXT REP...SUP CALL BACK - REFER or ADD NOTES TO ARB CASE # 0907130187	

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TOY-RQ-05D-00000742

Case Activity Report

Case # : 200902040513
Case Type : PRIORITY
Owner's Group :
Brand : Toyota
Case/Activity Last Updated : 07/22/2009 13:34:37
Case Title : SERVICE ; DIAGNOSIS ; ;

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMBD33V875 [redacted]
MODEL YR. :	2007
MODEL :	RAV4
GRADE :	4 CYL
MODEL NUMBER :	4432
ENGINE :	2AZ
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
DOFU :	08/20/2007
CURRENT MONTHS :	17
CURRENT MILES :	22555
INCIDENT MILES :	22555
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Letter - Inbound
OWNER :	ABOLAR
CREATED DATE :	02/04/2009 11:43:59
CREATED BY :	RABOLA
CREATOR'S GROUP :	
CLOSED DATE :	03/03/2009 09:46:43
CLOSED BY :	REDDN
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME : 31162 TOYOTA OF MANHATTAN
REGION CODE - NAME : 16 - New York
DISTRICT : 01
SECONDARY DEALER CODE & NAME :
REGION CODE - NAME : -
DISTRICT :

CLOSING SUMMARY

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

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TOY-RQ-05D-00000743

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/14/2009 13:49:19 / Case Long Note	Done	ABOLAR / Tier 2B Rep	orito. ncr will keep case opened a little longer. *** NOTES 02/26/2009 12:08:15 PM RAbola INCOMING REG E-MAIL VFavorito adv in e-mail sent back to DGoldman on 2/23 that they address within next 24-48 hours. ncr will e-mail DGoldman on Monday for update. *** NOTES 02/26/2009 12:08:59 PM RAbola CORRECTION ncr will e-mail DGoldman on Tuesday for update. *** NOTES 03/02/2009 02:13:56 PM RAbola OUTGOING E-MAIL ncr sent DGoldman e-mail advising that case will be closed unless Legal wants ncr to keep case opened. *** SUBCASE 200902040513-1 CLOSED 03/03/2009 09:44:59 AM RAbola ncr closing subcase. *** NOTES 03/03/2009 09:46:27 AM RAbola INCOMING E-MAIL DGoldman sent response to ncr advising that she 'agrees.' DGoldman agrees to ncr's e-mail stating that case will be closed on our end since closing case here at cec does not affect Legal's handling of the matter. *** CASE CLOSE 03/03/2009 09:46:50 AM RAbola ncr closing case.	

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TOY-RQ-05D-00000744

Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/14/2009 13:49:19 / Case Long Note	Done	ABOLAR / Tier 2B Rep	513-1 CREATED 02/05/2009 02:22:20 PM RAbola *** NOTES 02/05/2009 02:33:26 PM RAbola INCOMING CALL CHargrave c/b advising that ncr should speak w/ DGoldman. ncr called DGoldman and left a voicemail, direct# and case# requesting c/b. *** NOTES 02/06/2009 01:05:49 PM RAbola RESEARCH ncr researched case with DGoldman who adv ncr to verify how rprs paid for and track where pads sent. DGoldman adv ncr can c/b. *** NOTES 02/06/2009 01:09:13 PM RAbola OUTGOING DLR CALL ncr called svc director franz cassimir and left a message, direct#, partial vin and hours of availability with the svc receptionist. *** NOTES 02/06/2009 02:06:50 PM RAbola OUTGOING E-MAIL ncr sent customer's letter as an attachment to DGoldman as she had requested this. *** NOTES 02/10/2009 10:03:12 AM RAbola INCOMING E-MAIL ncr rcvd an e-mail from DGoldman advising that VFavorito (NY Reg CR Manager) will look into this. DGoldman adv will keep ncr informed of his findings. DGoldman sts if cust c/b, ncr can advise TMS investigating her claims and will get back to cust when investigation is complete.	

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TOY-RQ-05D-00000745

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			*** NOTES 02/18/2009 07:08:06 AM RAbola RESEARCH ncr notes, no response yet from Legal (DGoldman). ncr will check e-mail DGoldman on 2/23/09. *** NOTES 02/23/2009 09:51:48 AM RAbola OUTGOING E-MAIL ncr sent e-mail to Legal (DGoldman) requesting update as ncr would like to close case. *** NOTES 02/25/2009 06:48:52 AM RAbola INCOMING E-MAIL DGoldman e-mailed on 2/23 and only carbon copied ncr on e-mail sent to VFav	
03/14/2009 13:49:19 / Case Long Note	Done	ABOLAR / Tier 2B Rep	*** PHONE LOG 02/04/2009 11:55:51 AM ERenteria **Prev Case** Case Managed by AJA Baker 200807031137. Case was closed due to cust not been able to be reached. New case created 200901060523 after cust c/b in regards to same brakes issue situation. Cust wrote a 12 page letter on 1/12/09 & ppwk sent to Legal Dept. **New Letter dated: 1/22/09** Cust sts is kindly adv CEC that she has yet to rcv response for letter written on 1/12/2009. Sts did adv intervention from CEC in a matter of suspicious dealings involving veh.... *** NOTES 02/04/2009 11:55:51 AM ERenteria ...brake pads. Sts has rcv c/b from a Toy rep who referred cust back to dlr. Sts does not fl an issue as serious as this being transferred back to dlr is an appropriate way of handling the situation. Sts Toy CEC is allegedly in control of evidence that is imperative to the investigation of this incident. Sks a response to request to track brake pads & to return to cust. Ncr will fwd to Case Management b/c case was prev being handled by Case Management involved in..... *** NOTES 02/04/2009 12:08:34 PM ERenteria	

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TOY-RQ-05D-00000746

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			...accident. Ncr clld cust to apol & adv will be sending case to Case Mgr & allow c/b w/in 1 b/d. Cust fls this should go higher than Case Management but will expect a c/b from CM. Ncr offered case #. *** NOTES 02/05/2009 12:16:25 PM RAbola OUTGOING CUST CALL cust sts in 11/2008 she adv svc advisor Elliott Lamboy that the brakes were not functioning. sts Elliott adv that the brakes were fine. sts later on, the	
03/14/2009 13:49:19 / Case Long Note	Done	ABOLAR / Tier 2B Rep	tire pressure warning light illuminated. sts brought veh back to dlr in 12/2008 and was assisted by Svc Advisor Tina Sorriano. sts that Tina adv that since she did not have a twelve-month check-up, then cust should have the brake pads replaced as there was no more padding left. sts though that... *** NOTES 02/05/2009 12:16:28 PM RAbola ...Elliott adv that the brakes were fine. sts then spoke w/ SM Franz Cassimir who adv they will not charge cust for the brakes as brake pads covered under warr. sts later, she asked SM to provide her with the brake pads and so SM Franz adv brake pads sent to Toy since they were covered under warr. sts that dlr goodwilled the rprs and is not sure how they were covered. sts fls that either the tech that inspected veh lied to Elliott about the brakes being good or... *** NOTES 02/05/2009 12:16:29 PM RAbola ...Elliott lied to her regarding the technician's real diagnosis. sts is an attorney for the district attorney that handles special cases and fls Elliott or the tech may have been paid off so that she may be possibly involved in an accident. sts originally submitted letter to Legal and would like response. sts would like to know where they pads are and if TMS can obtain a report of what was truly found. *** NOTES 02/05/2009 12:18:42 PM RAbola OUTGOING CUST CALL	

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TOY-RQ-05D-00000747

Case Activity Report

Activities				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			(cont.)ncr adv will c/b cust regarding this. *** NOTES 02/05/2009 02:21:35 PM RAbola OUTGOING CALL ncr called CHargrave and left a voicemail and direct number. *** SUBCASE 200902040	
07/22/2009 18:45:52 / Notes Continuation	Done	REDDN / Tier 2A Supervisor	NEXT REP...SUP CALL BACK - REFER TO ARB CASE # 0907130187	

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TOY-RQ-05D-00000748

Case Activity Report

Case # : 200901060523 **Case Type :** GENERAL **Owner's Group :**

Brand : Toyota **Case/Activity Last Updated :**

Case Title : PRODUCT ; ABNORMAL CONDITION ; BRAKE SYSTEM ; PADS/SHOES WEAR

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMBD33V875[redacted]
MODEL YR. :	2007
MODEL :	RAV4
GRADE :	4 CYL
MODEL NUMBER :	4432
ENGINE :	2AZ
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
DOFU :	08/20/2007
CURRENT MONTHS :	16
CURRENT MILES :	23000
INCIDENT MILES :	23000
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	GONZALG4
CREATED DATE :	01/06/2009 10:14:52
CREATED BY :	LGLOVER
CREATOR'S GROUP :	
CLOSED DATE :	02/11/2009 08:32:02
CLOSED BY :	TMSPLOAD
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
REGION CODE - NAME :	16 - New York
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/14/2009 13:49:19 / Case Long Note	Done	GONZALG4 / Tier 2A Supervisor	dlr to send parts replaced (old ones) for caller inspection. *** NOTES 01/15/2009 05:21:29 PM TBeardsley Ncr left msg: apol & adv cllr that rcvd ltr addressed to Legal TMS. Ncr adv if not satisfied w/ dlr should send	

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Report Generated for DIVERH

TOY-RQ-05D-00000749

Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			ltr to dlr legal dept; b/c Toy does not own dlr, but dlr are privately owned & managed Ncr adv concern for services already documented. Ncr gave case#, cec 800 wk hours. Next rep, pls adv service concern needs to be solved w/ dlr or escalate outside Toy. Thanks. *** NOTES 02/04/2009 12:04:37 PM ERenteria pls see new case managed 200902040513 *** CASE CLOSE 02/11/2009 08:19:24 AM TBeardsley note: merging cases *** CHNG CONTACT 02/11/2009 08:29:33 AM GGonzalez Contact changed from [redacted] at [redacted] to [redacted] at [redacted] Former primary phone: [redacted] Former alternate phone: . *** CASE CLOSE 02/11/2009 08:32:39 AM GGonzalez case opened/closed to merge duplicate profiles.	
03/14/2009 13:49:19 / Case Long Note	Done	GONZALG4 / Tier 2A Supervisor	*** PHONE LOG 01/06/2009 11:29:45 AM LGlover Caller states: fls brakes were tampered with. Sts is an attorney and people want her dead. Sts fls the dlr tampered w/ the brakes and Elliot Lamboy service advisor knew about it and was paid off to do it or to conceal the fact that it was done. Sts called dlr for over a month multiple times complaining that the brakes were not functioning. Sts Elliot Lamboy lied every time and said they were fine. Sts when brought car in for a tire concern Elliot Lamboy was not there...	

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TOY-RQ-05D-00000750

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			*** NOTES 01/06/2009 11:29:46 AM LGlover ... and Tina service advisor assisted her. Sts Tina adv the brake pads were worn and needed to be replaced. Sts addressed concern w/ SM who waived bill for brakes. Sts asked SM for brakes so she could use them as evidence in her law suit against the dlr and Elliot Lamboy. Sts SM has not responded to phone calls. Sts adv her the brake pads have been sent to Toy warr claims. Sts fls SM lied to conseal the evidence and possibly he has been paid off as well. Cllr ... *** NOTES 01/06/2009 11:30:33 AM LGlover ... address to legal and to doc concerns. Ncr apol and adv concerns will be doc and provided address to legal. Ncr provided case #. *** CASE CLOSE 01/06/2009 11:31:22 AM LGlover Ncr apol and adv concerns will be doc. Ncr provided case #. *** NOTES 01/13/2009 11:57:06 AM APowe Cust c/b to find out if the brake system is covered under warranty. NCR adv brake system is covered for 3/36-pads and rotors are subject	
03/14/2009 13:49:19 / Case Long Note	Done	GONZALG4 / Tier 2A Supervisor	to inspected as these parts are considered wear and tear parts. Cust understands, but feel the dlr was very dishonest which could have caused harm to her life. NCR apologized, addl comments have been documented. *** NOTES 01/14/2009 05:28:06 PM TBeardsley ATF LTR sent 1/12/08 rcvd 1/13/08, 12 pgs	

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TOY-RQ-05D-00000751

Case Activity Report

Activities

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			Identical issue, cllr writing to General Counsel ID herself as lawyer. Sent cc of ltr address to dlr dated 1/6/09 & sent RO 129780 dated 8/22/07 veh w 2255 mi for brake fluid repairs, quality report. RO 128333 dated 11/26/08 veh w/ 21275 mi for brakes grinding. RO 127815 dated 11/18/08 veh w/ 20740 mi for fuel gas tank filling delay & 29 free inspection. *** NOTES 01/14/2009 05:30:10 PM TBeardsley Ncr placed outgoing call & left msg. Ncr gave case#, cec 800#, wk hours. Ncr wanted to ask cllr if wants to send ltr to TMS legal. Next rep pls ask cllr if wishes to contact TMS legal, if so, pls let me know or Jacqueline Ramirez (Correspondence staff) , so we can forward correspondence to Legal. Thank you. *** NOTES 01/15/2009 12:16:00 PM TBeardsley ==Internal Notes== Ncr spk w/ Cassandra Magee in regards to cllr ltr & was advd to send ltr to Legal (Carol Hardgrave). Next Rep if cllr c/b adv as requested case sent to Legal. No f/u from Cec. Thanks NOTE caller had prior Case 200807031137 due to accident *** NOTES 01/15/2009 05:16:34 PM TBeardsley ATF LTR Duplicate Identical letter sent via Fax from TMS Legal sent & rcvd 1/14/08. Cllr wants Toy to intervene w/ dlr & force	

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TOY-RQ-05D-00000752

Case Activity Report

Case # :	200807031137	Case Type :	ACCIDENT	Owner's Group :	
Brand :	Toyota	Case/Activity Last Updated :			
Case Title :	PRODUCT ; FCRP ; WHEELS- RIMS ; DAMAGED				

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMBD33V875 [redacted]
MODEL YR. :	2007
MODEL :	RAV4
GRADE :	4 CYL
MODEL NUMBER :	4432
ENGINE :	2AZ
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	31162 TOYOTA OF MANHATTAN
DOFU :	08/20/2007
CURRENT MONTHS :	10
CURRENT MILES :	0
INCIDENT MILES :	0
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	BAKER3
CREATED DATE :	07/03/2008 16:05:07
CREATED BY :	ABAKER2
CREATOR'S GROUP :	
CLOSED DATE :	07/14/2008 12:23:05
CLOSED BY :	TMSPLOAD
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	29018 NEW YORK REGION
REGION CODE - NAME :	16 - New York
DISTRICT :	00
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

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

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
03/14/2009 13:47:43 / Case Long Note	Done	BAKER3 / Tier 2B Rep	h ext 73086 and office hours (6:15am-2:45pm pst) *** NOTES 07/08/2008 12:36:46 PM MNatividad cust called fror case mgr. ncr apol & adv not avail. cust sts she is very busy at work and best to reach her on cell. [redacted]	

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TOY-RQ-05D-00000753

Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			*** NOTES 07/09/2008 02:03:16 PM ABaker2 +OUTGOING CUST CALL+ Ncr called cust day# [redacted] and left a msg and provided 800# with ext 73086 and business hours (6:15am-2:45pm pst) *** NOTES 07/09/2008 02:04:38 PM ABaker2 +OUTGOING CUST CALL+ Ncr called cust day# [redacted] and left a msg and provided 800# with ext 73086 and office hours (6:15am-2:45pm pst) *** NOTES 07/10/2008 12:20:56 PM ABaker2 Sending In20 *** NOTES 07/14/2008 12:23:01 PM ABaker2 Case Manager closing case unable to reach customer *** CASE CLOSE 07/14/2008 12:23:21 PM ABaker2 Case Manager closing case unable to reach customer *** SUBCASE 200807031137-1 CLOSED 07/14/2008 12:23:35 PM ABaker2 Case Manager closing case unable to reach customer *** NOTES 02/04/2009 12:05:09 PM ERenteria case will be case managed- 200902040513	
03/14/2009 13:47:43 / Case Long Note	Done	BAKER3 / Tier 2B Rep	*** PHONE LOG 07/03/2008 04:29:35 PM PJanvier Caller states: On 06/30/2008 was involved in an accidenin her lease veh. Sts she is the registered owner. Sts the veh is now a an ind body shop in Queens,NY.Sts is not sure if repairs have begun but knows it will take about 2 weeks to repair.Sts was the only person in the veh. Sts was going 20 mph her or less going in to a parking lot. Sts she was hit from	

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TOY-RQ-05D-00000754

Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
			behind on the wheel, near right side of the veh. St is not sure if brakes failed b/c she kept sliding from the..... *** NOTES 07/03/2008 04:29:35 PM PJanvier ..... momentum. Sts has neck injuries & was taken to the emergency room. Sts was wearing a seatbelt. Sts it was rear damage on the right side of veh on the wheel. Sts hit another veh from he momentum but the other veh received no body damage. Sts airbags did not deploy. Sts that airbag warning lights were off. Sts has not had any previous accidents. *** SUBCASE 200807031137-1 CREATED 07/07/2008 08:17:52 AM ABaker2 *** NOTES 07/07/2008 05:06:04 PM ABaker2 +OUTGOING CUST CALL+ Ncr called cust day [redacted] and alt# [redacted] and left msg and provided 800# with ext 73086 and office hours (6:15am-2:45pm pst) *** NOTES 07/08/2008 09:42:01 AM ABaker2 +OUTGOING CUST CALL+ Ncr called cust day [redacted] and left a msg and provided 800# with ext 73086 and office hours (6:15am-2:45pm pst) *** NOTES 07/08/2008 09:43:19 AM ABaker2 +OUTGOING CUST CALL+ Ncr called cust alt# [redacted] and left a msg and provided 800# wit	

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TOY-RQ-05D-00000755

[redacted], PLLC
Attorney at Law
[redacted]
New York, New York [redacted]
Email: [redacted]

January 12, 2008

General Counsel
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President, Jim Press
Toyota Motor Sales USA
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Dear Sir or Madam:

I am writing to ask for your intervention in a matter that occurred at one of your dealerships in November and December of 2008. I called your customer service number and relayed this complaint to their attention, for which they assigned a case number of 200901060523.

I am the owner of a 2007 Rav 4, which I leased from your dealership, Toyota of Manhattan, located at at 645 11th Avenue New York, New York 10036. In the month of November I repeatedly returned to this dealership complaining to your service advisor Elliot Lamboy that my brakes were not functioning correctly. After inspection, he reported that there was no problem found, as indicated on the receipt dated November 26, 2008. However, when I brought the car in again on December 24, 2008 to get my tires serviced, I spoke to service consultant Tina Soriano, who suggested I purchase the 15,000 Miles Service for my car. Upon this inspection, it was discovered that there was indeed a problem with my brakes. I was in disbelief that this could be possible since I had been in and out of the dealership for a month regarding this problem, and had repeatedly been told by Elliot that there was nothing wrong with my brakes. I then asked to speak to the service manager Frantz Casimir about this matter because I felt that the issue needed to be communicated to Elliot. The first thing Mr. Casimir said to me was that the dealership would not be charging me for the brakes, and then he apologized. Shortly after, I called

the office asking for the brake pads back that had been removed, and was told that they had been sent back to Toyota Motor Sales USA because they were under warranty.

I know that the brakes were not in fact under warranty for two reasons. Firstly, I was initially charged for the brakes because I was told they were not under warranty. Secondly, on the second page of the receipt dated December 24, 2008 you will find that the service fee for the brakes was waived due to "good will," with no mention of a warranty. Thus, I wrote a letter to Frantz Casimir on January 6, 2008 expressing my concern about this discrepancy. Because of the inconsistency between what was said to me and what appeared on my bill, as well as the immediacy with which Mr. Casimir seemed to dismiss the problem, I was led to believe that Mr. Casimir had been covering for Elliot's actions.

As an aside, there was another incident that caused me to suspect Elliot Lamboy of dishonesty. On November 18, 2008, I brought my car into the dealership because I had noticed that when filling it with gas it took about five minutes for the reading to show that the tank was full. I asked Elliot to fix the problem, and then to check that the gauge was functioning correctly by filling up the tank with gas. He asked me for $20 for the gas, which I gave to him. When I got the car back, however, the meter indicated that the tank was still half-empty. Consequently, I did not know if there was still a problem with the gauge, or if the tank had simply not been filled. It took me three phone calls to finally reach Elliot, at which point he told me he would return my $20. He never did.

I happen to be an attorney and have a strong belief that my brakes have been tampered with and that there have been unfair dealings regarding the service for the brakes on my car. Therefore, I would like to investigate Elliot Lamboy's motivations in this matter. Enclosed please find the following for your perusal: receipts from the dealerships on the three occasions noted, a flyer indicating the 15,000 Miles Service I purchased, and a letter to Frantz Casimir requesting that the brake pads which he claimed were under warranty be sent back to me. I am asking for your intervention in this matter and your assistance in tracking and returning the brake pads of my car, which Mr. Casimir claims are in your possession. Please send them to me as soon as possible so that I can then send them to the D.A.'s office for further investigation. I know that Toyota holds a national reputation for honesty and fair dealing with its customers and I would appreciate you abiding by these standards. Thank you for your attention, and I greatly appreciate you intervention in this matter.

Very Truly Yours,

[redacted]

TOYOTA OF MANHATTAN
645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR ELLIOT LAMBOY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAG NO	P.O. NO	INVOICE PRINTED	INVOICE NO
18NOV08	18NOV08	702315	JTMBD33V875[redacted]	7674098	[redacted]		18NOV08	127815

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	941	941

MILEAGE IN	MILEAGE OUT	LICENSE NO
20740	20740	

ITEM	TYPE	HOURS	LISTAMT	NETUNIT	TOTAL
A CUST STATES : WHEN PUTTING IN THE GAS IT TAKES ABOUT 5 MINUTES FOR THE READING TO SHOW THE FUEL IS FULL ,,,PLEASE CHECK 99 NORMAL CONDITIONS ,,,FOUND NO PROBLEM					
		999	ISP		(N/C)
E 917 767 4098					
99 MISC					
		999	ISP		(N/C)

NO CHARGE

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

FOUND NO PROBLEM WITH THE VEHICLE OR COMPUTER READINGS,,,NO CODES IN THE SYSTEM..
CUST GAVE ELLIOTT $20.00 TO PUT IN GAS TANK
TECH WAS 9060

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THIS 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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

75 [redacted]

Gas fill up took 5 minutes

IN

IAT # 4627

LATE [redacted]

ILEAGE 20740

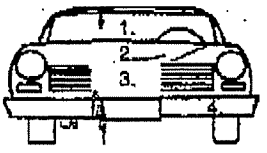
RO DATE

YSI

Dirty

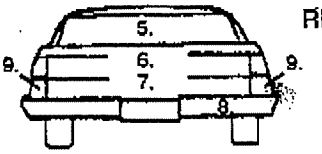
O DAMAGE ☐

FRONT



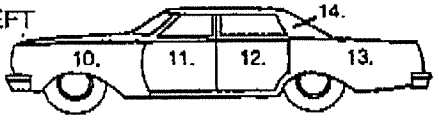
1. _____
2. _____
3. _____
4. _____
TOTAL _____

REAR



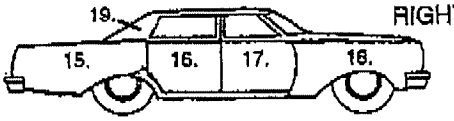
5. _____ 7. _____ 9. _____
6. _____ 8. _____ TOTAL _____

LEFT



10. _____ 12. _____ 14. _____
11. _____ 13. _____ TOTAL _____

RIGHT



15. _____ 17. _____ 19. _____
16. _____ 18. _____ TOTAL _____

Print Mart (716) 259-8151 • Form # 132

Key Tag # 4627

RO NUMBER	DATE CLOSED	MILEAGE	S W I C	OP CODE	SCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
12274421	AUG08	163826255		SP29	COMPLETE 29 PO1		ALL CONDITIONS1		REMOVED OLD RE		
11460022	APR08	116529872		CP10KT	THE CUSTOMER R29		COMPLETE 29 PO99		GIVEN TO CUSTO	PAY	WE GLADDLY ACC
				AGREE	I AGREE THAT Y						
10644801	DEC07	48234861		NCLOFI	INTERNAL NEW C29		COMPLETE 29 PO99		MISC	AGREE	I AGREE THAT Y
		642371			BCK DR LCK STR						
10101411	SEP07	104545		NCPDI	COMPLETE PRE DNYS		11781998	CLEAN	CLEAN FOR DELI	GAS	FILL GAS TANK
		9997			MISC. SHOP CHA						

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 20740

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATE OIL AND OIL FILTER CHANGE SAFETY CHECK CHECK FLUID LEVELS SERVICE AIR CLEANER SERVICE EMISSION CONTROL SYSTEM SERVICE BATTERY AND STARTING SYSTEM SERVICE COOLING SYSTEM SERVICE AUTOMATIC TRANSMISSION REPLACE FUEL FILTER ROTATE TIRES WHEEL BALANCE PACK FRONT WHEEL BEARINGS FRONT END ALIGNMENT INSPECT EXHAUST SYSTEM INSPECT SHOCKS, SUSPENSION, AND STEERING INSPECT AND SERVICE BRAKES INSPECT HVAC AGENT R1 BLEND REPLACE WINDSHIELD WIPER BLADES SERVICE WINDSHIELD WASHER SYSTEM RPYRS AND SET CHROME TUNE UP LUBRICATION CHASSIS SERVICE AIR CONDITIONER ADJUST PARKING BRAKE INSPECT MAN TRANS ELECTRICAL SYSTEM SERVICE DIFFERENTIAL FLUSH AND FLUSH COOLING SYSTEM

AS PART OF OUR SERVICE WE REPLACE YOUR PLATE FRAMES, HOWEVER IF YOU DECLINE PLEASE INITIAL HERE X .....

TOYOTA OF MANHATTAN
645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotsofmanhattan.com

TOYOTA

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. NO 7674098 STOCK NO. 702315 TAG NO. T4627 COLOR BLUE PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
18NOV2008	JTMBD33V875 [redacted]	20740	22AUG07		07	TOYOTA RAV4	941	127815

I hereby authorize the repair work listed and agree to the repair charges. I understand that I am responsible for loss of damage to vehicle or articles left in case of fire, theft or any other cause beyond your control. I hereby grant you and your employees permission to operate the vehicle for the purpose of transportation. I hereby grant you a mechanic's lien on this vehicle to secure the amount of repairs thereto. Not responsible for articles left in vehicle. Vehicle will be released only upon payment of repair charges.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP NEW ROCHELLE NY [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
2.4 Liter DOHC				95.00

METHOD OF PAYMENT CASH
SELLING DEALER 31162
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION
# A	99	CUST STATES : WHEN PUTTING IN THE GAS IT TAKES ABOUT 5 MINUTES FOR THE READING TO SHOW THE FUEL IS FULL ...PLEASE CHECK
# B	29	COMPLETE 29 POINT FREE INSPECTION
# C	AGREE	I 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.
# D	PAY	WE GLADDLY ACCEPT VISA, MASTER CARD AMEX, CASH, DISCOVER PERSONAL CHECKS UPON APPROVAL BY TELLER CHECK THANK YOU?
# E	99	[redacted]

GAS/OIL/GREASE AMOUNT

TOWING AMOUNT

MISC. CHARGES AMOUNT

SUBLETS P.O. NO. AMOUNT

FOREMAN'S SIGNATURE X

CUSTOMER COPY

WARNING - IMPROPER OR DEFECTIVE WORK MAY RESULT IN VEHICLE

TOYOTA OF MANHATTAN

645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR ELLIOT LAMBOY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26NOV08	26NOV08	702315	JTMBD33V875[redacted]07	7674098	T2009		26NOV08	128333

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVER DATE	PREPARED BY	STR.
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	941	941

MILEAGE IN	MILEAGE OUT	LICENSE NO.
21275	21275	

TECH	TYPE	HOURS	DISTANT	RETAINED	TOTAL
A CUST STATES : THE BRAKES ARE GRINDING					
...PLEASE CHECK					
NPF NO PROBLEM FOUND					
999 ISP					(N/C)
B CUST SATES : THE VEHICLE SMELLSLIKE GAS WHEN					
DRIVING ...PLEASE CHECK					
NPF NO PROBLEM FOUND					
999 ISP					(N/C)

NO CHARGE

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

TECH 505 CHECK VEHICLE TEST DROVE VEHICLE FOUND NO CODES AND VEHICLE RUNNING AS DESIGNED WITH NO BRAKE PROBLEM OR GAS SMELL

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) CUSTOMER COPY OWNER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc SERVICE INVOICE #1 XSI1C

Quality Vehicle Inspection

Customer Name: [redacted] Year/Model: 07 RAV4 Date: 11/26/08

Mileage: 21276 VIN: | | | | | | | | | | | | | | | | | Repair Order #: 128333

Assistant Service Manager: Enoi Technician: JEFF

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

INTERIOR / EXTERIOR

- Head Lights / Tail Lights / Turn Signals / Brake Lights Hazard Warning Lights / Exterior Lamps
- Windshield Washer Spray
- Windshield Condition (Inspect for Cracks, Chips, or Fitting)
- Upholstery / Carpet / Floor Mats / Mirrors / Glass
- Emergency Brake Adjustment
- Horn Operation
- Fuel Tank Cap Gasket
- Air Conditioning Filter (if equipped)
- Clutch Operation (if equipped)

UNDER VEHICLE

- Shock Absorbers / Suspension
- Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- Muffler / Exhaust Pipes / Mountings
- Engine Oil and / or Fluid Leaks
- Brake Lines / Hoses / Parking Brake Cable
- Drive Shaft Boots / Constant Velocity Boots / U-Joints / Transmission Linkage (if equipped)
- Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- Inspect Nuts and Bolts on Body Chassis

UNDER HOOD

- Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
- Engine Air Filter
- Drive Belts (condition and adjustment)
- Engine Coolant Protection
- Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- Radiator Core / Air Conditioning Condenser (if equipped)

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

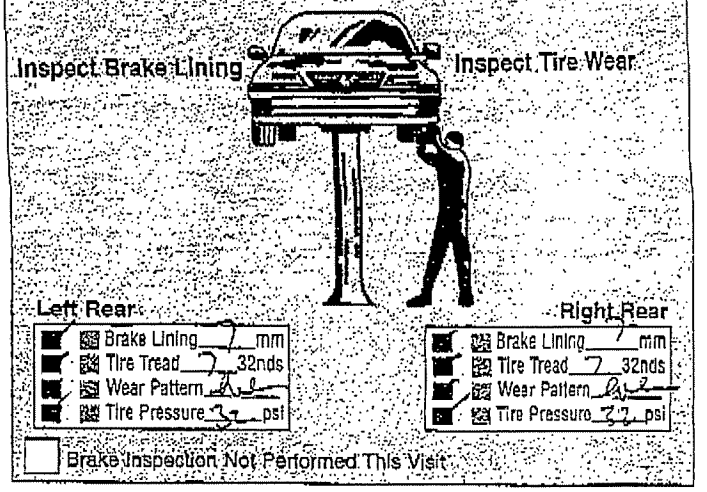
REQUIRES IMMEDIATE ATTENTION

BATTERY PERFORMANCE

- Battery Terminals / Cables / Mountings
- Check Condition of Battery (Storage Capacity Test)

☐ Pass ☐ Recharge Retest ☐ Fail

BRAKE AND TIRE



☐ Brake Inspection Not Performed This Visit

COMMENTS / ESTIMATES

TOYOTA the right people, parts & service

PRINTMART (718) 259-8151 FORM# 337

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Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	R.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

TECH.	TYPE	HOURS	OPERATION	RETAIL	TOTAL
A			CUST STATES TIRE PRESSURE LIGHT IS ON		
			ATP ADJUSTED ALL TIRE PRESSURE AS PART OF		
			SERVICE LISTED BELOW, THEN RESET		
			LIGHT, NO OTHER PROBLEM FOUND AT THIS		
			TIME		
			9060 SLOLEY,MICHAEL LIC#: 9060		
			ISP		(N/C)
B			CUSTOMER STATES MAITNANNCE LIGHT IS COMING		
			ON		
			RESET MAINTIANCNE LIGHT		
			999 ISP		(N/C)
C			THE CUSTOMER REQUEST THE 15,000 MILE SERVICE		
			$349.99		
			I5KC SERVICE COMPLETED		
			9060 SLOLEY,MICHAEL LIC#: 9060		
			CP	237.50	237.50
		1	90915-YZZF1-DS FILTER		
			S/A, OIL	5.57 3.99	3.99
		1	90430-12028 GASKET	1.25 0.98	0.98
		1	VP066052 15K^		
			MAINTENENCE CLEANER	36.00 34.95	34.95
		1	51135-08880 3M BRAKE		
			CLEANER	5.14 4.99	4.99
		1	51135-08899 ENGINE		

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

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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TOYOTA OF MANHATTAN

645 11TH AVENUE
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Facility # 7090509

TOYOTA

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

TECH	TYPE	HOURS	DESCRIPTION	LIST/UNIT	NET/UNIT	TOTAL
			DEGREASER	6.17	4.99	4.99
			1 28489-20015 GAL W/W			
			SOLVENT	3.59	3.49	3.49
			1 17801-31120 ELEMENT			
			SUB-ASSY, AI	21.63	21.63	21.63
			1 12204-28030 VALVE			
			SUB-ASSY, VENT	5.22	5.22	5.22
			4 00289-ATFWS WORLD			
			STANDARD AUTOM	8.01	6.99	27.96
			5 00289-00OIL MOTOR OIL	2.58	2.50	12.50
D UPON INSPECTION FRONT BRAKES DOWN TO 3MM						
LEFT						
CAUSE: GOODWILL						
473015 F.DSC 1-SD (OFF-VEH) GND						
9060 SLOLEY,MICHAEL LIC#: 9060						
W						(N/C)
1 04465-42160 PAD KIT,						
DISC BRAKE						(N/C)
473015A COMB: OPPOSITE SIDE						
9060 SLOLEY,MICHAEL LIC#: 9060						
W						(N/C)
FC: 476015						
PART#: 04465-42160						
COUNT: 1						

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 XS11C

TOYOTA OF MANHATTAN

645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
CLAIM TYPE: W					
AUTH CODE:					
E UPON INSPECTION BRAKE FLUID IS DISCOLORED					
BRAKEF OUR BRAKE FLUSH SERVICE WILL					
EFFECTIVELY FLUSH ALL OXIDIZED AND					
CORROSIVE FLUID FROM THE BRAKING					
SYSTEM AND REPLACE IT WITH					
CLEAN,DEMOISTERIZED FLUID TO PREVENT					
CORROSION.RECOMMENDED EVERY 3 YEARS					
OR 30,000 MILES.					
9060 SLOLEY,MICHAEL LIC#: 9060					
CP				119.05	119.05
1 VP062 BRAKE FLUID					
FLUSH			41.15	39.95	39.95

PAID BY CREDIT CARD
AMEX
DISCOVER
MASTER CARD
VISA

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	356.55
PARTS AMOUNT	160.65
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	517.20
LESS INSURANCE	0.00
SALES TAX	43.31
PLEASE PAY THIS AMOUNT	560.51

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[redacted]

THANK YOU FOR CHOOSING TOYOTA OF MANHATTAN TO SERVICE YOUR VEHICLE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE IT IS VERY IMPORTANT THAT YOU ARE SATISFIED IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED,PLEASE CONTACT THE PARTS/SERVICE DIRECTOR FRANZ CASIMIR

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 VSIP

01/06/09 TUE 09:42 FAX [redacted] [redacted] 001

****
*** TX REPORT ***
****

TRANSMISSION OK

TX/RX NO	3336
CONNECTION TEL	[redacted]
SUBADDRESS	
CONNECTION ID	
ST. TIME	01/06 09:41
USAGE T	00'34
PGS.	1
RESULT	OK

[redacted] **PLLC**

Attorney at Law

[redacted]

Email: [redacted]

[redacted]

January 6, 2009

Toyota of Manhattan
645 11th Avenue
New York, NY 10036

Via fax [redacted]

Attn: Frantz Casimir

Dear Mr. Casimir:

I left messages for you and personally came into the service area last week and spoke to Tina Soriano and asked her to request that you call me back. I relayed to Tina that I needed to get the brake pads that you replaced because I need to take them to the District Attorney's Office because I believe they had been tampered. She indicated that you sent the brake pads back to Toyota since you charged them off under a warranty. I was confused by her statement since you were charging me for the brakes because they were not under warranty.

I would greatly appreciate your cooperation in this matter. Please contact me as to when I can pick up my brake pads. My cell # is [redacted] You can call me anytime on this number.

Very Truly Yours,

[redacted] [redacted]

[redacted] **PLLC**

Attorney at Law

[redacted]

Email: [redacted]

[redacted]

January 6, 2009

Toyota of Manhattan
645 11th Avenue
New York, NY 10036

Via fax [redacted]

Attn: Frantz Casimir

Dear Mr. Casimir:

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Very Truly Yours,

[redacted]

TOYOTA OF MANHATTAN

645 11th Avenue • New York, NY 10036 • Phone: (212) 541-8470 • Fax: (212) 262-0676

5,000 Miles (or 4 Months) Service *(also performed at 25,000 / 35,000 / 55,000 / 65,000 / 85,000 / 95,000 miles)*

- Change engine oil (up to 5 qts.) Synthetic Oil Additional
- Install new engine oil filter
- Check fluid level
- Rotate Tires

$59.99 (CAR)
$79.99 (TRUCK)

10,000 Miles (or 8 Months) Service *(also performed at 20,000 / 40,000 / 60,000 / 70,000 / 80,000 / 100,000 miles)*

- Change engine oil (up to 5 qts.) Synthetic Oil Additional
- Install new engine oil filter
- Install BG Service Kit
- Check fluid level
- Install new engine oil drain plug gasket
- Check for visual oil leaks
- Install engine oil supplement
- Check air filter & crankcase filter
- Check brake lining for wear
- Rotate tires & balance front tires
- Check tire air pressure
- Inspect undercarriage
- Lubricate chassis as required
- Lube hood and door hinges
- Add washer fluid
- Clean and adjust rear brakes

$99.99 (CAR)
$139.99 (TRUCK)

15,000 Miles (or 12 Months) Service *(also performed at 45,000 / 75,000 / 105,000 miles)*

- Change engine oil (up to 5 qts.) Synthetic Oil Additional
- Install new engine oil filter
- Install BG Service Kit
- Check fluid level
- Install new engine oil drain plug gasket
- Check for visual oil leaks
- Install engine oil supplement
- Check air filter & crankcase filter
- Check brake lining for wear
- Rotate tires & balance front tires
- Check tire air pressure
- Inspect undercarriage
- Lubricate chassis as required
- Lube hood and door hinges
- Add washer fluid
- Clean and adjust rear brakes
- Check hoses and serpentine belt
- Inspect cooling system and check anti-freeze protection
- Replace air filter
- Inspect spark plugs - replace non-platinum spark plugs
- Set engine to specs
- Transmission service (drain and refill)
- Check battery & alternator
- Check air conditioning output
- Wash engine

$349.99 (CAR)
$459.99 (TRUCK)

30,000 Miles (or 24 Months) Service *(also performed at 60,000 and 90,000 miles)*

- Change engine oil (up to 5 qts.) Synthetic Oil Additional
- Install new engine oil filter
- Install BG Service Kit
- Check fluid level
- Install new engine oil drain plug gasket
- Check for visual oil leaks
- Install engine oil supplement
- Check air filter & crankcase filter
- Check brake lining for wear
- Rotate tires & balance front tires
- Check tire air pressure
- Inspect undercarriage
- Lubricate chassis as required
- Lube hood and door hinges
- Add washer fluid
- Clean and adjust rear brakes
- Check hoses and serpentine belt
- Cooling system service (drain and refill)
- Transmission service (drain and refill)
- Replace air filter
- Inspect spark plugs - replace non-platinum spark plugs
- Set engine to specs
- Check battery & alternator
- Check air conditioning output
- Wash engine
- Replace platinum spark plugs (every 60,000 miles)
- Inspect timing belt (every 60,000 miles)
- Replace in-cabin filter (additional)
- Platinum plugs extra

$479.99 (CAR)
$599.99 (TRUCK)

— Toyota Oil Change starting from $29.95 (up to 5 qts.). Synthetic oil additional. —

Dealer Recommends an Oil Change Every 3 Months.

[redacted], PLLC

Attorney at Law

[redacted]

Email: [redacted]

July 22, 2009

Nicole Redd
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept. HQM
Legal Department
Torrance, CA 90509

RE: Case Number 0907129635

Dear Ms. Redd:

Thank you for speaking with me earlier. In relation to our prior conversation enclosed kindly find attachments regarding the latest occurrence on the case number 0907129635.

I leased a new car from Toyota of Manhattan and brought it in for service on June 23, 2009 since my air conditioning was not functioning properly. I was told the air conditioning condenser required repair. They sent a hand written estimate with a cost of $5033.20. This estimate from Toyota of Manhattan is attached. I also received another estimate from a reputable company, International Auto Service, located at 2315 West 12 Ave New York, NY 10027. They created a computer generated estimate for the same repair, which resulted in a cost of $2485.43 (see attached estimate). This computer program is a simple way to facilitate repair cost estimates and is often used by major insurance companies. Both the estimate from Toyota of Manhattan and the estimate from International Auto Service included parts and labor, however, the computer program generates an accurate number with no room for error or fraud.

The estimate from Toyota of Manhattan was sent on their letterhead. Toyota of Manhattan does not have a body shop, and therefore the repair would not take place at this location. The estimate does not indicate this, and the Toyota of Manhattan letterhead used for the repair estimate infers that the repair would be done on premise.

In addition, after bringing the car to Toyota of Manhattan for an estimate the undercarriage of the car and a box of screws were left inside the car on the floor of the back seat (see photos). This is unacceptable because not only was the car was left in an

unsafe condition, but it is unnecessary to look under the car in order to survey the damage to the air conditioning unit.

Another problem occurred regarding my brake pads, and is detailed in my attached letter from January 22, 2009. Toyota requested Tom Morin from Toyota contact me, and he worked for the manufacturer rather than the dealership. During a phone conversation with Tom Morin he told me he would send me my brake pads; however Tom Morin sent brake pads that were not worn out. They were not the pads cited on the dealership papers. Also, he lied and told me that the car's serial number was stamped on these pads. This was not the case. Only the serial number of the pads was stamped. This was fraud on behalf of Toyota Motor Sales USA.

Further, in April 2009 I asked for the left rear hub bearing to be checked when the right one needed to be replaced. After the faulty right rear hub bearing was fixed the report did not show that the left was checked as well. Upon noticing this I repeatedly called, but was never contacted. This simple task was not carried out, and my complaints went unnoticed leaving me in a potentially unsafe position.

Thank you for your attention to this matter.

Very Truly Yours,

[redacted]

PLEASE Give to Customer

1 of 2

TOYOTA OF MANHATTAN

645 11TH AVENUE New York, NY 10036
Phone: 212-541-8470 Fax: 212-262-0676

ESTIMATE OF REPAIRS

NAME:		ADDRESS:			DATE: 6/23/09	
MAKE OF CAR: Toyota	YEAR: 2007	TYPE: RAV 4	LICENSE NUMBER	MILEAGE	MOTOR NO.	SERIAL NO.
INSURED BY	ADJUSTER		INSPECTOR	PHONE / HOME / BUSINESS		

DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
F/Bumper Cover		263.36	200	200	663.36
Grill		99.72	20		119.72
Absorber		56	10		66
Upper Reiterer		30.73	10		40
L/S H/Lamp		171	45		216.73
Repair Reinforcement Support			150	100	250
Replace Reinforcement		505.13	145		650.13
Replace A.C Condesor		838.63	120		958.63
Repair L/S Fender			130	170	300
L/S Bumper Retener		15.07	5		20.07
R/S Bumper Retener		15.07	5		20.07
Repair L/S F/Door			75	125	200
~~Air Hood~~					
L/S Air Deck		44.84	10		54.84
Part and Material		240			240
TOTAL					3800 18
TAX					
TOTAL ESTIMATE					

The above is an estimate based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. Occasionally after the work has started (worn or damaged), parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

TMBD33V875

[redacted]

202

TOYOTA OF MANHATTAN

645 11TH AVENUE New York, NY 10036
Phone: 212-541-8470 Fax: 212-262-0676

ESTIMATE OF REPAIRS

NAME:	ADDRESS:				DATE: 6/23/09	
MAKE OF CAR: Toyota	YEAR: 2007	TYPE: RAV 4	LICENSE NUMBER	MILEAGE	MOTOR NO.	SERIAL NO.
INSURED BY	ADJUSTER		INSPECTOR	PHONE HOME BUSINESS		

DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
AC FREON	1	75	95		170
ANTI FREEZ 2gl		44	20		64
Repair Hood			150	200	350
Tires		20			20
Riformant		184 38	45		38 229
					833.38
			+	3800.18	
TOTAL					4633 56
TAX					399 64
TOTAL ESTIMATE					5033 20

The above is an estimate based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. Occasionally after the work has started (worn or damaged), parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

[redacted]

INTERNATIONAL AUTO SERVICE
2315 WEST 12 AVE
NEW YORK CITY, NY 10027
TEL: (212) 234-9770 FAX: (212) 234-9796

***** PRELIMINARY ESTIMATE *****

07/06/2009 03:28 PM

Owner

Owner: [redacted]

Inspection

Inspection Date: 07/06/2009 03:29 PM **Inspection Type:**

Repairer

Repairer: INTERNATIONAL 2000 AUTO BODY
Address: 2315 12 TH AVE.
City State Zip: NYC, NY 10027
Email: MIKE415@VERIZON.NET

Contact: TONY
Work/Day: (212)234-9770
Home/Evening: (908)917-1972
FAX: (212)234-9796

Vehicle

2007 Toyota Rav4 Limited 4 DR Wagon
4cyl Gasoline 2.4
4 Speed Automatic

Lic.Plate: [redacted]
Lic Expire:
Veh Insp# :
Condition:
Ext. Refinish: Two-Stage

Lic State: NY
VIN: JTMBD33V875 [redacted]
Mileage Type: Actual
Code: Y7123C
Int. Refinish: Two-Stage

Options

4-Wheel Drive	AM/FM In-dash CD Changer	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Anti-lock Brakes
Bucket Seats	Cargo/Trunk Net	Center Console
Cruise Control	Digital Clock	Dual Airbags
Dual Zone Auto A/C	Electronic Transfer Case	Fog Lights
Head Airbags	Heated Power Mirrors	Intermittent Wipers
Keyless Entry System	Leather Steering Wheel	Lighted Entry System
MP3 Player	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Steering
Power Windows	Privacy Glass	Rear Spare Tire Carrier
Rear Spoiler	Rear Window Defroster	Rear Window Wiper/Washer
Roof/Luggage Rack	Side Airbags	Skid Plates
Split Folding Rear Seat	Stability Cntrl Suspensn	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tonneau/Cargo Cover	Traction Control System
Trunk/Cargo Organizer	Velour/Cloth Seats	

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	I	40		Cover,Front Bumper	Repair				3.0*	SM
2	L	40	13	Cover,Front Bumper	Refinish				3.7	RF
3	E	31		Ret,Frt Bumper Cover LT	525360R010	$14.63			INC	SM
4	E	81		Supt,Front Bumper Mtg LT	521390R010	$62.76			0.4	SM
5	L	81		Supt,Front Bumper Mtg LT	Refinish				0.2	RF
6	E	26	01	Headlamp Assy,Halogen LT	8117042331	$166.73			1.4	SM

TOY-RQ-05D-00000773

7	N	973		Headlamps Aim	Additional Labor		0.4	SM
8	I	144		Panel,Hood	Repair		2.0*	SM
9	L	144		Panel,Hood	Refinish		3.0	RF
10	I	73	07	Panel Assembly,Rad Sup	Repair		1.0*	SM
11	L	73		Panel Assembly,Rad Sup	Refinish		1.8	RF
12	I	224		Supt,Radiator Sd Panel LT	Repair		1.3*	SM
13	L	224		Supt,Radiator Sd Panel LT	Refinish		0.2	RF
14	E	108		Label,Radiator Support	167930V010	$1.34	0.1	SM
15	N	990		A/C Evac Rechrg & Rcvr	Additional Labor		1.8	ME
16	EC	731		Condenser,A/C	Replace Economy	$270.00*	0.9	ME
17	L	103		Fender,Front LT	Refinish		2.5	RF
18	BR	207		Door Shell,Front LT	Blend Refinish		1.2	RF
19	E			FENDER LT SIDE	Replace OEM	$120.00*	2.6*	SM*

19 Items

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
07	STRUCTURAL PART AS IDENTIFIED BY I-CAR
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		$365.46	
Other Parts		$270.00	
Paint Materials		$289.80	
Parts & Material Total			$925.26
Tax on Parts & Material	@ 8.375%		$77.49

Labor	**Rate**	**Replace Hrs**	**Repair Hrs**	**Total Hrs**	
Sheet Metal (SM)	$47.00	4.5	7.7	12.2	$573.40
Mech/Elec (ME)	$75.00	0.9	1.8	2.7	$202.50
Frame (FR)	$75.00				
Refinish (RF)	$47.00	12.6		12.6	$592.20
Paint Materials	$23.00				

Labor Total		27.5 Hours	$1,368.10
Tax on Labor	@ 8.375%		$114.56
Gross Total			**$2,485.43**
Net Total			**$2,485.43**

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 10027 Default
Recycled Parts NOT REQUESTED

Audatex Estimating 6.0.025 ES 07/08/2009 03:41 PM REL 6.0.025 DT 06/01/2009
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2.7 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Rebit	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check

TOY-RQ-05D-00000774

AA = Appearance Allowance RP = Related Prior Damage

Audatex
a Solera company

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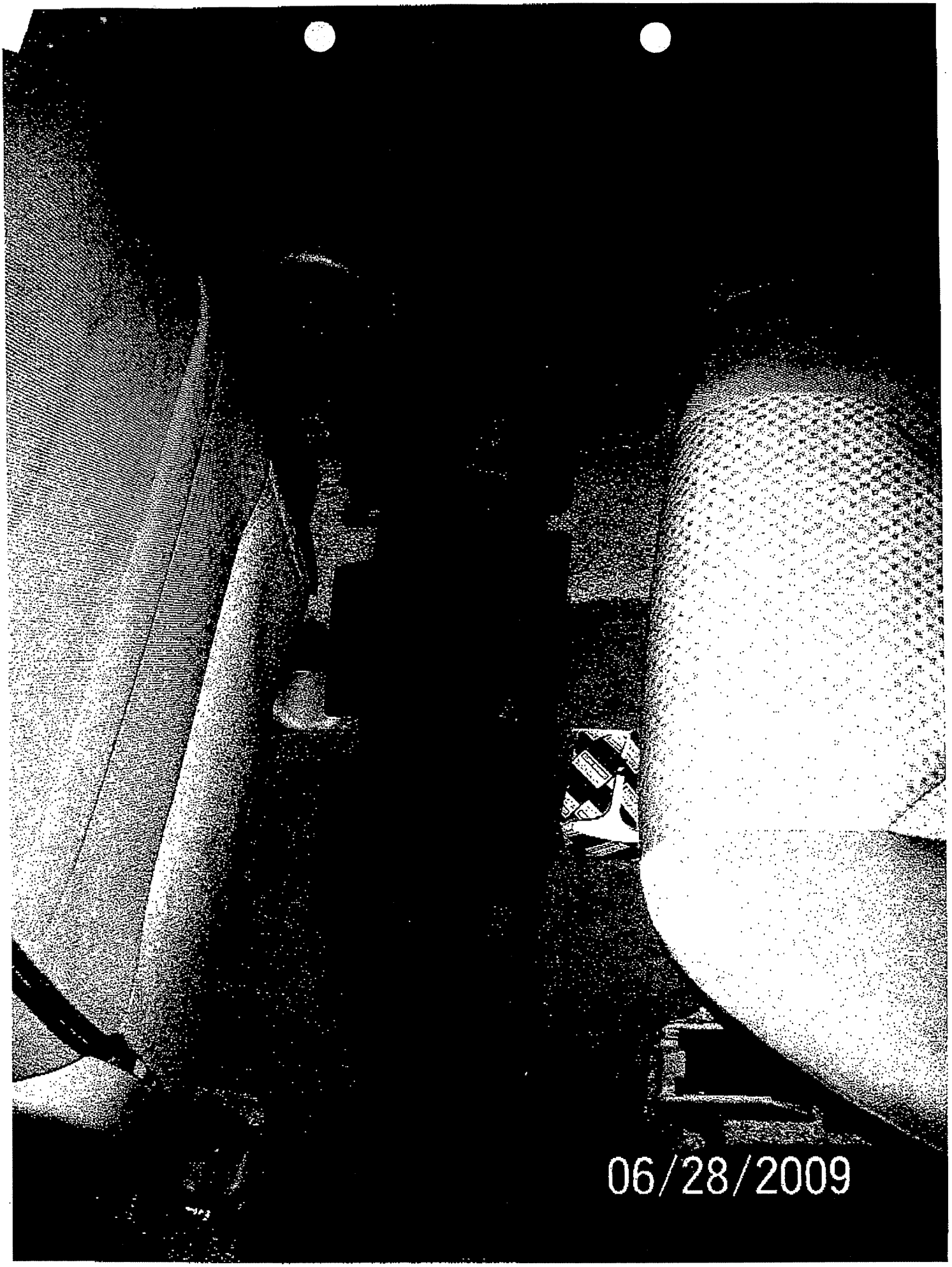
TOY-RQ-05D-00000775


06/28/2009

06/28/2009

TOYOTA OF MANHATTAN
645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR ELLIOT LAMBOY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10APR09	15APR09	702315	JTMBD33V875[redacted]	7674098	T979		15APR09	135205

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	941	941

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28232	28239	[redacted]

TECH	TYPE	HOURS	DISTRIBUT	AMOUNT	TOTAL
B CUST STATES : THERE IS A NOISE COMING FROM					
THE REAR ,,SHE WAS TOLD FROM A OUTSIDE					
SHOP IT WAS THE REAR RIGHT AND LEFT HUB					
BEARING					
CAUSE: REPLACED THE REAR HUB AND BEARING					
422011 HUB BOLT (ONE SIDE) R&R					
2628 JASON WINSTON LIC#: 2628					
	W				(N/C)
2 42410-0R010 HUB &					
BEARING ASSY,					(N/C)
2 90080-17238 NUT, LOCK					(N/C)
999 BEARING AND HUB WAS REPLACED UNDER					
WARRANTY					
2628 JASON WINSTON LIC#: 2628					
	ISP				(N/C)
FC: 422011 PART#: COUNT:					
CLAIM TYPE: W					
AUTH CODE:					

NO CHARGE

** PRE-INVOICE **

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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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANK YOU FOR CHOOSING TOYOTA OF MANHATTAN TO SERVICE YOUR VEHICLE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE IT IS VERY IMPORTANT THAT YOU ARE SATISFIED IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT THE PARTS/SERVICE DIRECTOR FRANZ CASIMIR

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) CUSTOMER COPY GENERAL MANAGER OR AUTHORIZED PERSON DATE

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PLEASE Give to Customer 1 of 2

TOYOTA OF MANHATTAN

645 11TH AVENUE New York, NY 10036
Phone: 212-541-8470 Fax: 212-262-0676

ESTIMATE OF REPAIRS

NAME:	ADDRESS:				DATE: 6/23/09	
MAKE OF CAR: Toyota	YEAR: 2007	TYPE: RAV 4	LICENSE NUMBER	MILEAGE.	MOTOR NO.	SERIAL NO.
INSURED BY	ADJUSTER		INSPECTOR	PHONE HOME BUSINESS		

DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
F/Bumper Cover		263.36	200	200	663.36
Grill		99.76	20		119.76
Absorber		56	10		66
Upper Retainer		30.73	10		40.73
L/S H/Lamp		171	45		216.73
Repair Reinforcement Support			150	100	250
Replace Reinforcement		505.13	145		650.13
Replace A.C Condesor		838.68	120		958.68
Repair L/S Fender			130	170	300
L/S Bumper Retainer		15.01	5		20.01
L/S Bumper Retainer		15.01	5		20.01
Repair L/S F/Door			75	125	200
~~Antenna Mount~~					
L/S Air Duct		44.84	10		54.84
Paint and Material		240			240
TOTAL					3200.18
TAX					
TOTAL ESTIMATE					

The above is an estimate based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. Occasionally after the work has started (worn or damaged), parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

JTMBD33V875[redacted]

202

TOYOTA OF MANHATTAN

645 11TH AVENUE New York, NY 10036
Phone: 212-541-8470 Fax: 212-262-0676

ESTIMATE OF REPAIRS

NAME:	ADDRESS:				DATE: 6/23/09	
MAKE OF CAR: Toyota	YEAR: 2007	TYPE: RAV 4	LICENSE NUMBER	MILEAGE.	MOTOR NO.	SERIAL NO.
INSURED BY	ADJUSTER		INSPECTOR	PHONE HOME BUSINESS		

DESCRIPTION OF REPAIRS AND REPLACEMENTS	PARTS NUMBER	PARTS AMOUNT	LABOR AMOUNT	PAINT AMOUNT	TOTAL AMOUNT
A/C FREEON	1	75	95		170
ANTI FREEZ 2gl		44	20		64
REPAIR HOOD			150	200	350
Cilpes		20			20
Riformunt		184 38	45		38 229
					33.38
			+	3800.18	
TOTAL					4633 56
TAX					399 64
TOTAL ESTIMATE					5033 20

The above is an estimate based on our inspection and does not cover any additional parts and labor which may be required after the work has been opened up. Occasionally after the work has started (worn or damaged), parts are discovered which are not evident on the first inspection. Because of this the above prices are not guaranteed, and are for immediate acceptance only.

[redacted]

INTERNATIONAL AUTO SERVICE
2315 WEST 12 AVE
NEW YORK CITY, NY 10027
TEL: (212) 234-9770 FAX: (212) 234-9796

***** PRELIMINARY ESTIMATE *****

07/06/2009 03:28 PM

Owner

Owner: [redacted]

Inspection

Inspection Date: 07/06/2009 03:29 PM

Inspection Type:

Repairer

Repairer: INTERNATIONAL 2000 AUTO BODY
Address: 2315 12 TH AVE.

City State Zip: NYC, NY 10027
Email: MIKE415@VERIZON.NET

Contact: TONY
Work/Day: (212)234-9770
Home/Evening: (908)917-1972
FAX: (212)234-9798

Vehicle

2007 Toyota Rav4 Limited 4 DR Wagon
4cyl Gasoline 2.4
4 Speed Automatic

Lic.Plate: [redacted]
Lic Expire:
Veh Insp# :
Condition:
Ext. Refinish: Two-Stage

Lic State: NY
VIN: JTMBD33V875 [redacted]
Mileage Type: Actual
Code: Y7123C
Int. Refinish: Two-Stage

Options

4-Wheel Drive	AM/FM In-dash CD Changer	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Anti-lock Brakes
Bucket Seats	Cargo/Trunk Net	Center Console
Cruise Control	Digital Clock	Dual Airbags
Dual Zone Auto A/C	Electronic Transfer Case	Fog Lights
Head Airbags	Heated Power Mirrors	Intermittent Wipers
Keyless Entry System	Leather Steering Wheel	Lighted Entry System
MP3 Player	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Steering
Power Windows	Privacy Glass	Rear Spare Tire Carrier
Rear Spoiler	Rear Window Defroster	Rear Window Wiper/Washer
Roof/Luggage Rack	Side Airbags	Skid Plates
Split Folding Rear Seat	Stability Cntrl Suspensn	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tonneau/Cargo Cover	Traction Control System
Trunk/Cargo Organizer	Velour/Cloth Seats	

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	I	40		Cover,Front Bumper	Repair				3.0*	SM
2	L	40	13	Cover,Front Bumper	Refinish				3.7	RF
3	E	31		Rat,Frt Bumper Cover LT	525360R010	$14.63			INC	SM
4	E	81		Supt,Front Bumper Mtg LT	521390R010	$62.76			0.4	SM
5	L	81		Supt,Front Bumper Mtg LT	Refinish				0.2	RF
6	E	26	01	Headlamp Assy,Halogen LT	8117042331	$166.73			1.4	SM

TOY-RQ-05D-00000781

7	N	973		Headlamps Alm	Additional Labor		0.4	SM
8	I	144		Panel,Hood	Repair		2.0*	SM
9	L	144		Panel,Hood	Refinish		3.0	RF
10	I	73	07	Panel Assembly,Rad Sup	Repair		1.0*	SM
11	L	73		Panel Assembly,Rad Sup	Refinish		1.8	RF
12	I	224		Supt,Radiator Sd Panel LT	Repair		1.3*	SM
13	L	224		Supt,Radiator Sd Panel LT	Refinish		0.2	RF
14	E	108		Label,Radiator Support	167930V010	$1.34	0.1	SM
15	N	990		A/C Evac Rechrg & Rcvr	Additional Labor		1.8	ME
16	EC	731		Condenser,A/C	Replace Economy	$270.00*	0.9	ME
17	L	103		Fender,Front LT	Refinish		2.5	RF
18	BR	207		Door Shell,Front LT	Blend Refinish		1.2	RF
19	E			FENDER LT SIDE	Replace OEM	$120.00*	2.6*	SM*

19 Items

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
07	STRUCTURAL PART AS IDENTIFIED BY I-CAR
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		$385.46	
Other Parts		$270.00	
Paint Materials		$269.80	
Parts & Material Total			$925.26
Tax on Parts & Material	@ 8.375%		$77.49

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	$47.00	4.5	7.7	12.2	$573.40
Mech/Elec (ME)	$75.00	0.9	1.8	2.7	$202.50
Frame (FR)	$75.00				
Refinish (RF)	$47.00	12.6		12.6	$592.20
Paint Materials	$23.00				

Labor Total		27.5 Hours	$1,368.10
Tax on Labor	@ 8.375%		$114.58
Gross Total			$2,485.43
Net Total			$2,485.43

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 10027 Default
Recycled Parts NOT REQUESTED

Audatex Estimating 6.0.025 ES 07/08/2009 03:41 PM REL 6.0.025 DT 08/01/2009
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2.7 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Rebit	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check

TOY-RQ-05D-00000782

AA = Appearance Allowance RP = Related Prior Damage

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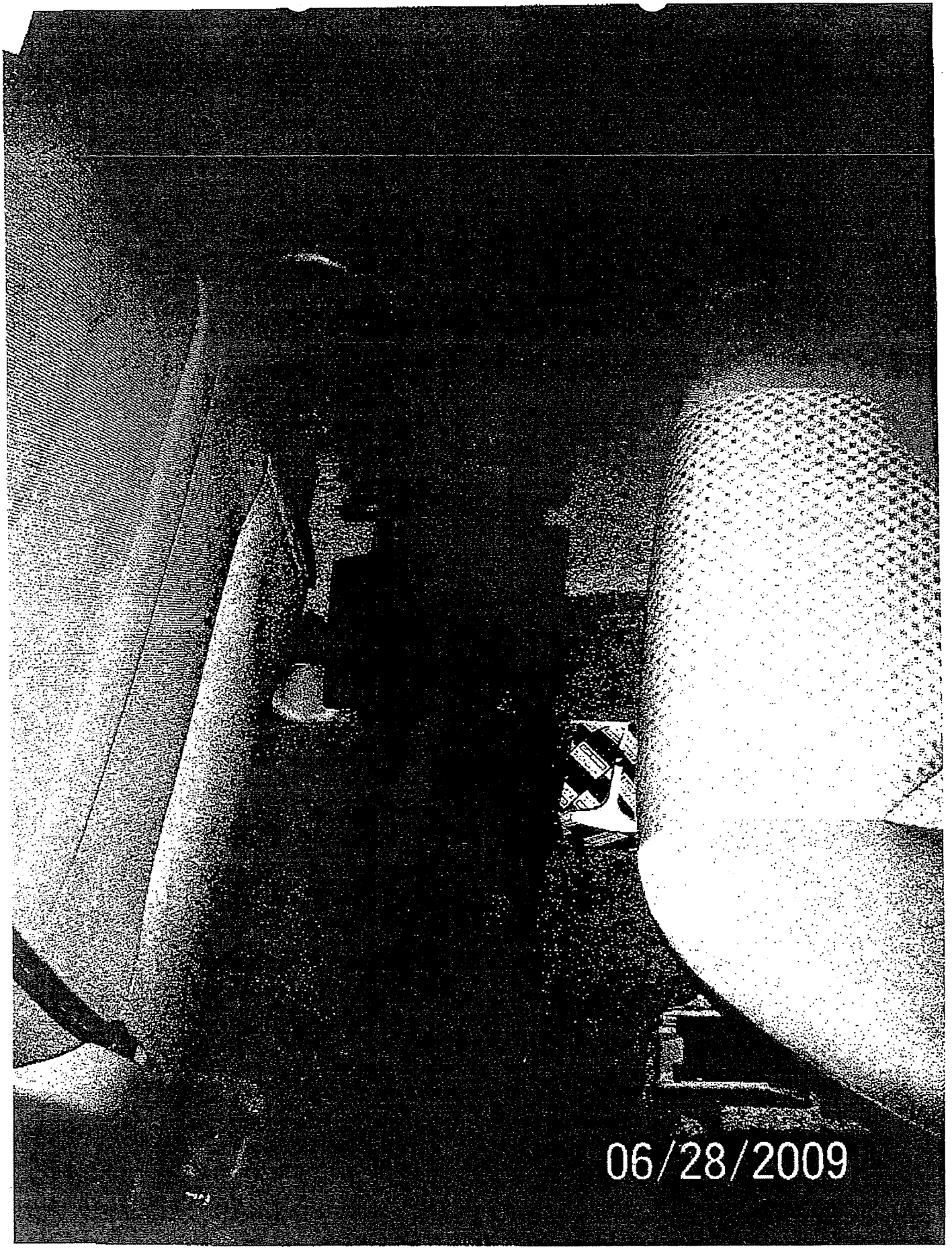
TOY-RQ-05D-00000783


06/28/2009

06/28/2009

TOYOTA OF MANHATTAN

845 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

TOYOTA

[redacted]
NEW ROCHELLE, NY [redacted]

SERVICE ADVISOR ELLIOT LAMBOY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10APR09	15APR09	702315	JTMBD33V875[redacted]	7674098	T979		15APR09	135205

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	B/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	941	941

MILEAGE IN	MILEAGE OUT	LICENSE NO.
28232	28239	[redacted]

	TOTAL
B CUST STATES : THERE IS A NOISE COMING FROM THE REAR ,,SHE WAS TOLD FROM A OUTSIDE SHOP IT WAS THE REAR RIGHT AND LEFT HUB BEARING	
CAUSE: REPLACED THE REAR HUB AND BEARING	
422011 HUB BOLT (ONE SIDE) R&R	
2628 JASON WINSTON LIC#: 2628 W	(N/C)
2 42410-0R010 HUB & BEARING ASSY,	(N/C)
2 90080-17238 NUT, LOCK	(N/C)
999 BEARING AND HUB WAS REPLACED UNDER WARRANTY	
2628 JASON WINSTON LIC#: 2628 ISP	(N/C)
FC: 422011 PART#: COUNT:	
CLAIM TYPE: W	
AUTH CODE:	

NO CHARGE

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANK YOU FOR CHOOSING TOYOTA OF MANHATTAN TO SERVICE YOUR VEHICLE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE IT IS VERY IMPORTANT THAT YOU ARE SATISFIED IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED,PLEASE CONTACT THE PARTS/SERVICE DIRECTOR FRANZ CASIMIR

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) CUSTOMER COPY DEALER GENERAL MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE #1 X511C

2009010605 23

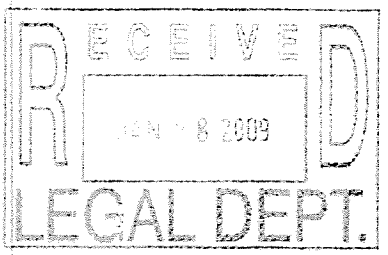
[redacted] PLLC

Attorney at Law

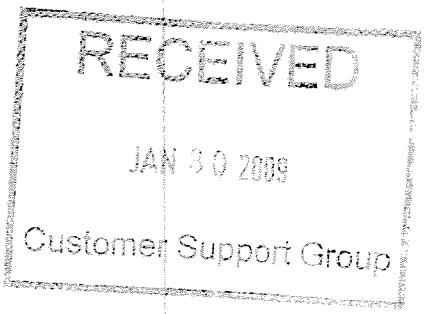
[redacted]

[redacted]
New York, New York
Email: [redacted]

January 22, 2009



General Counsel
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept. HQM
Legal Department
Torrance, CA 90509



President, Jim Press
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept. WC11
Torrance, CA 90509

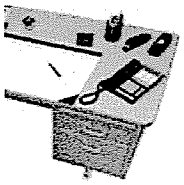
Dear Sir or Madam:

Kindly be advised that I have not received a response from your department regarding the letter I wrote to you on January 12, 2009 (annexed) asking for your intervention in a matter of suspicious dealings involving the brake pads on my car. In response, I have received calls from a Toyota representative who referred me back to the dealership in question. I do not think that transferring an issue as serious as this to your Customer Service is an appropriate way of handling the situation. Because you are allegedly in control of evidence that is imperative to the investigation of this incident, I insist that you respond to my request to track my brake pads and to return them to me. Again, your attention to this matter would be greatly appreciated.

Very Truly Yours,

[redacted]

Claim



Debbie Core/TMS/Toyota
11/11/2009 02:13 PM

To KRose@theroselawfirm.com
cc MSkanes@theroselawfirm.com
bcc
Subject [redacted]

For your handling, attached is another letter we received from Ms. [redacted]

Letter of 11-11-09.pdf

Debbie Core
Senior Legal Assistant
Toyota Motor Sales, U.S.A., Inc.
Direct: 310.468.4966
Fax: 310.381.8478
debbie_core@toyota.com

[redacted] PLLC
[redacted]
New York, NY [redacted]

H211

General Counsel
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept. HQM
Legal Department
Torrance, CA 90509

90501$1195 C031

TOY-RQ-05D-00000789

[redacted] PLLC
Attorney at Law
[redacted]
New York, New York
Email: [redacted]

RECEIVED
NOV 11 2009
LEGAL DEPT.

November 6, 2009

General Counsel
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept. HQM
Legal Department
Torrance, CA 90509

President, Jim Press
Toyota Motor Sales USA
National Customer Relations
19001 South Western Avenue
Dept WC11
Torrance, CA 90509

Dear Mr. Press and General Counsel:

I am writing to you to inform you of more occurrences with a Manhattan Toyota Dealer since my letter attached hereto dated January 12, 2008. As a result of this letter I was contacted by one of your representatives who indicated that he was going to retrieve the brake pads. In fact, he retrieved them and mailed them to me. He indicated the "Serial #" of my car would be on these pads so that I can verify they belong to the car. This was not true—brake pads don't have serial numbers. Further, he returned new brake pads, not the ones that were indicated worn as on my service orders.

On October 24, 2009, I had to get the annual NYS Inspection. I was surprised when I was told that the brakes and rotors were worn and needed to be replaced. Obviously the Toyota dealership never changed the brake pads in December 2008, see bill attached, and your representative lied to me when he said he sent to me my brake

pads. This behavior of Toyota Dealership and your representative is reprehensible. Accidents could have occurred, and I could have been killed by this irresponsible behavior.

I am forced to use this dealership due to its proximity. All other dealerships are many, many miles away. In fact, a factor in leasing a Toyota was the proximity of the dealership to my office.

Further, a few days after the New York State Inspection on October 30, 2009, I brought the car in for servicing and the customer representative tried to sell me a new battery. I just passed an inspection in which this was not a problem. Obviously the Toyota Dealership is trying to sell me a battery that was not needed.

I strongly suggest you do an immediate investigation. I have filed for arbitration against both the dealership and Toyota Motor Sales. I want to turn this car back in to Toyota. This is not how you should treat a customer.

Very Truly Yours,

[redacted]

KIRMANI PETROLEUM INC.

WEAVER STREET SHELL
1455 WEAVER STREET
SCARSDALE, NY 10583

C O P Y

10/24/2009 13:48:32
Sale:

Transaction # 1.1
Card Type: MasterCard
Acc: [redacted]
Entry: Swiped
Total: 399.39

Device ID: 2085
Reference No.: [redacted]

Auth.Code: [redacted]20237B
Respon. AUTH/TKT [redacted]20237B
Merchant number [redacted]
CUSTOMER COPY [redacted]

WEAVER SHELL SERVICE CENTER
1455 WEAVER STREET
SCARSDALE,NEW YORK-10583
(914)-574-5904
FACILITY IDENTIFICATION NO. 7108267

Service Writer: MD
Service Tech: ADAM

VID: JTMBD33V875[redacted]
Mileage: 38902

V4 2WD L4-2.4L (2AZ-FE)

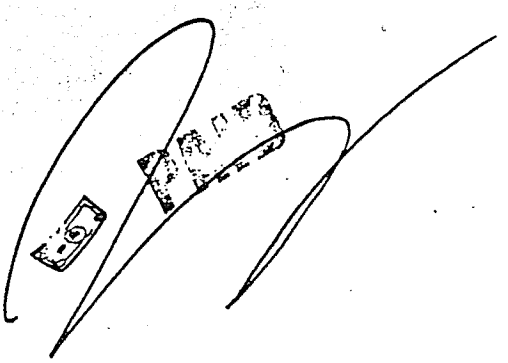
Description	Part #/Labor Rate	Qty	Price/Time	Extended
(1) FRONT BRAKE PAD'S MON XC1210		1	79.99	79.99
(2) FRONT ROTOR'S		2	79.99	159.98
LABOR >>		1.2	85.00	102.00
NEW YORK STATE INSPECTION		1	29.99	29.99

Labor Total		0.00
Parts Total		371.96
Sub-Total		371.96
Parts Tax	7.375%	27.43
Total		$ 399.39

THANK YOU VERY MUCH FOR YOUR BUSINESS .. WE WILL SEE YOU AGAIN

Signature

Date



TOYOTA OF MANHATTAN

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NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

[redacted]
NEW ROCHELLE, NY [redacted]

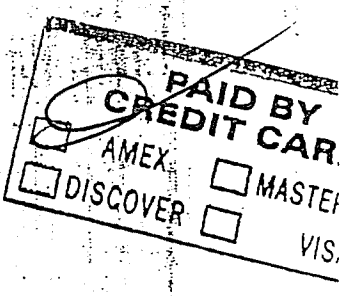
SERVICE ADVISOR TRACEY BOLDEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30OCT09	30OCT09	702315	JTMBD33V875[redacted]	7674098	T8507		30OCT09	146206

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07 TOYOTA RAV4	[redacted]	95.00	22AUG07	653	653

MILEAGE IN	MILEAGE OUT	LICENSE NO.
39215	39215	[redacted]

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
999	ISP				(N/C)
CUSTOMER PAY CUSTOMER DISPOSAL FEE FOR REPAIR O					3.50



** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	28.50
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.50
TOTAL CHARGES	32.00
LESS INSURANCE	0.00
SALES TAX	2.84
PLEASE PAY THIS AMOUNT	34.84

I hereby authorize the repair work herein set forth to be do along with the necessary material and agree that you are responsible for loss or damage to vehicle or articles left vehicle in case of fire, theft, or any other cause beyond y control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter hereby grant you and/or your employees permission to oper the vehicle herein described on streets, highways or elsewh for the purpose of testing and/or inspection. An expr mechanic's lien is hereby acknowledged on above vehicle secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THANK YOU FOR CHOOSING TOYOTA OF MANHATTAN TO SERVICE YOUR VEHICLE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE IT IS VERY IMPORTANT THAT YOU ARE SATISFIED IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT THE PARTS/SERVICE DIRECTOR FRANZ CASIMIR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHER SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANC THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAY NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

[redacted]

NEW ROCHELLE, NY [redacted]

TOYOTA OF MANHATTAN
645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
A						CUST STATES TIRE PRESSURE LIGHT IS ON
						ATP ADJUSTED ALL TIRE PRESSURE AS PART OF SERVICE LISTED BELOW, THEN RESET LIGHT, NO OTHER PROBLEM FOUND AT THIS TIME
						9060 SLOLEY,MICHAEL LIC#: 9060
						ISP (N/C)
B						CUSTOMER STATES MAITNANNCE LIGHT IS COMING ON
						RESET MAINTANCNE LIGHT
						999 ISP (N/C)
C						THE CUSTOMER REQUEST THE 15,000 MILE SERVICE $349.99
						15KC SERVICE COMPLETED
						9060 SLOLEY,MICHAEL LIC#: 9060
	CP			237.50	237.50	
		1	90915-YZZF1-DS FILTER S/A, OIL	5.57	3.99	3.99
		1	90430-12028 GASKET	1.25	0.98	0.98
		1	VP066052 15K^ MAINTENENCE CLEANER	36.00	34.95	34.95
		1	51135-08880 3M BRAKE CLEANER	5.14	4.99	4.99
		1	51135-08899 ENGINE			

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

[redacted]
NEW ROCHELLE, NY [redacted]

TOYOTA OF MANHATTAN

645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

	HOURS	LIST/UNIT	NET/UNIT	TOTAL
DEGREASER		6.17	4.99	4.99
1 28489-20015 GAL W/W				
SOLVENT		3.59	3.49	3.49
1 17801-31120 ELEMENT				
SUB-ASSY, AI		21.63	21.63	21.63
1 12204-28030 VALVE				
SUB-ASSY, VENT		5.22	5.22	5.22
4 00289-ATFWS WORLD				
STANDARD AUTOM		8.01	6.99	27.96
5 00289-00OIL MOTOR OIL		2.58	2.50	12.50
D UPON INSPECTION FRONT BRAKES DOWN TO 3MM				
LEFT				
CAUSE: GOODWILL				
473015 F.DSC 1-SD (OFF-VEH) GND				
9060 SLOLEY,MICHAEL LIC#: 9060				
W				(N/C)
1 04465-42160 PAD KIT,				
DISC BRAKE				(N/C)
473015A COMB: OPPOSITE SIDE				
9060 SLOLEY,MICHAEL LIC#: 9060				
W				(N/C)
FC: 476015				
PART#: 04465-42160				
COUNT: 1				

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

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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) CUSTOMER COPY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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[redacted]
NEW ROCHELLE, NY [redacted]

TOYOTA OF MANHATTAN
645 11TH AVENUE
NEW YORK, NY 10036
Phone: (212) 541-8470
www.toyotaofmanhattan.com
Facility # 7090509

SERVICE ADVISOR TINA SORIANO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24DEC08	24DEC08	702315	JTMBD33V875[redacted]	7674098	T9336		24DEC08	129780

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	TOYOTA RAV4	[redacted]	95.00	22AUG07	949	949

MILEAGE IN	MILEAGE OUT	LICENSE NO.
22554	22555	[redacted]

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
CLAIM TYPE: W					
AUTH CODE:					
E UPON INSPECTION BRAKE FLUID IS DISCOLORED					
BRAKEF OUR BRAKE FLUSH SERVICE WILL					
EFFECTIVELY FLUSH ALL OXIDIZED AND					
CORROSIVE FLUID FROM THE BRAKING					
SYSTEM AND REPLACE IT WITH					
CLEAN,DEMOISTERIZED FLUID TO PREVENT					
CORROSION.RECOMMENDED EVERY 3 YEARS					
OR 30,000 MILES.					
9060 SLOLEY,MICHAEL LIC#: 9060					
	CP		119.05		119.05
1 VP062 BRAKE FLUID					
FLUSH			41.15	39.95	39.95

PAID BY CREDIT CARD
AMEX ☐ MASTER CARD ☐
DISCOVER ☐ VISA ☐

** PRE-INVOICE **

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	356.55
PARTS AMOUNT	160.65
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	517.20
LESS INSURANCE	0.00
SALES TAX	43.31
PLEASE PAY THIS AMOUNT	560.51

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.

[redacted]

THANK YOU FOR CHOOSING TOYOTA OF MANHATTAN TO SERVICE YOUR VEHICLE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE IT IS VERY IMPORTANT THAT YOU ARE SATISFIED IF, FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED,PLEASE CONTACT THE PARTS/SERVICE DIRECTOR FRANZ CASIMIR

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) CUSTOMER COPY SERVICE GENERAL MANAGER OR AUTHORIZED PERSON DATE

HOME | FAVORITES

CUSTOMER INFORMATION

CUSTOMER INFORMATION

[redacted]
NEW YORK, NY [redacted]

Update Customer Info

Primary: [redacted]
Alternate:
Email:

Last Update: 10/05/2007, SURVEY(SURVEY USER)

VEHICLE

Customer Role: OWNER
VIN: JTMBD33V875[redacted]
Year/Make/Model: 2007 TOYOTA RAV4 (4432)
Original Selling Dealer: TOYOTA OF MANHATTAN (31162)
Preferred Dealer:

Update Preferred Dealer

HOUSEHOLD

VEHICLE INFORMATION | HOUSEHOLD INFORMATION

Print Options | Expand All | Collapse All

VEHICLE STATUS

	Status	Status Date
Repurchased Vehicle?	No	
TMS Warranty Claims		

VEHICLE DETAILS

Product: 2007 TOYOTA RAV4 (4432) VIN: JTMBD33V875[redacted] Original Selling Dealer: TOYOTA OF MANHATTAN (31162)

DOFU: 08/20/2007
Factory Key Code
Built Date: 07/04/2007
Exterior Color: PACIFIC BLUE MET (08R3)
Transmission Type: 4ECT
Interior Color: ASH/DKSTN/DKGRY/STN (FC10)
Engine Type: 2AZ
Edition: 5-DOOR 4X4 SUV
Telematics Enabled: N
Model Description: RAV4 5-DOOR 4X4 SUV

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
GAP		0002288541		Approved and Issued	08/22/2007	08/22/2010	

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Private-Internal Use Only

VEHICLE	CUSTOMER	HOUSEHOLD
2007 TOYOTA RAV4 (4432)	MS [redacted]	Household Lifetime Value:*
JTMBD33V875[redacted]		*Information Updated Monthly

VEHICLE DETAILS

Product: 2007 TOYOTA RAV4 (4432)	VIN: JTMBD33V875[redacted]	Original Selling Dealer: TOYOTA OF MANHATTAN (32162)
DOFU: 08/20/2007	Model Description: RAV4 5-DOOR 4X4 SUV	
Built Date: 07/04/2007	Exterior Color: PACIFIC BLUE MET (08R3)	
Transmission Type: 4ECT	Interior Color: ASH/DKSTN/DKGRY/STN (FC10)	
Engine Type: 2AZ	Edition: 5-DOOR 4X4 SUV	Telematics Enabled: N

ADDITIONAL VEHICLE DETAILS

Original MSRP: $23,158	Plant of Manufacture: TMC	Tire Make/Brand:
Order Date: 07/2007	Body Style: 5-DOOR 4X4 SUV	Tire Size:
Port Damage: No	Engine Serial Number: 2753925	

Port/Factory Installed Equipment

Description	Installation Source
Carpet Floor Mats/Cargo Mat(CF)	Port
17" 5-Spoke Styled Steel Wheels w/P225/65R17 Tires and Full Size Spare Tire on 17" Steel Wheel(AA)	Factory
Daytime Running Lights(RL)	Factory
50 State Emissions(FE)	Factory
Mudguard(MF)	Port
Cargo Area Tonneau Cover with Multipurpose Cargo Net with Support Poles(CD)	Factory
Black Roof Rails & Crossbars(DR)	Factory

Standard Installed Equipment

Description
MECHANICAL & PERFORMANCE
2.4 Liter DOHC 4CYL Engine w/VVT-i
4 Speed ECT Automatic Transmission
Elec On-Demand 4WD /4WD Man. Lock
Electronic Power Steering/4-Whl Ind Susp
Fr&Rr Stabilizer Bars/4-Whl Disc Brakes
16" Steel Whls w/Full Whl Cap,P215/70R16
Tires & Full Sz Spre Tire on 16" Stl Whl
SAFETY
Star Safety System Includes:
Vehicle Stability Ctrl w/Traction Ctrl
Anti-Lock Brakes w/Brake Assist & EBD
Dr & Fr Pass Advanced Fr Airbags (SRS)
Dr & Fr Pass Seat Mounted Side/Fr & 2nd
Row Roll-Sensing SIde Curtain Airbags

PRIVATE

3Pt Seat Belts in All Locations
2nd Row CRS Lower & Top Tether Anchors
Rear Door Child Safety Locks
Direct Tire Pressure Monitoring System
EXTERIOR
UV Reduction Glass Wndshld/Rr Priv Glass
Clr-Kyd Bmprs,Rr Spoiler,Spare Tire Cvr
Black Grille,Dr Handles, Pwr O/S Mirrors
Multi-Reflectr Halogen Auto-Off Headlmps
Fr Var & Rr Intrmtt Wipers/Fendr Mounted
Mast Antenna/LED Tail & Stop Lamps
COMFORT AND CONVENIENCE
Air Conditioner w/Clean Air Filtration
AM/FM CD w/6 Spks / Aux. Mini-Plug
Man Tilt/Telescopic Adj. Steering Wheel
Cloth Int,Mlti-Adj Fr Chairs w/Dr Ht Adj
2nd Rw 60/40 Splt,Recline,Fld Flt w/Slide
Fwrd Cpblty w/Ctr Armrst, 2 Cup Holders
Dual Glove Box/Digital Clock/Cruise Ctrl
Power Windows/Door Locks/Keyless Entry
Optitron IP Gauges / Gated Shifter
2 Fr/1 Cargo Auxiliary 12V Power Outlets
Ctr Cnsl w/2-Illum Cup Hldrs, Cell Phone
Storage,Upper Storage Tray, & Cnsole Box
Crg Area 2nd Rw Seat 1 Tch Fld Flt Lever
Rr Cargo Storage w/Undr Flr Storage Spce
Sunvisor w/ Ext & Illum Vanity Mirror
Illum Entry System/Silver Interior Trim

PRINT

S PRODUCT SUMMARY

Type	Sub Type	ID	Plan Cd	Product Status	Effective Dt	Expiration Dt	Expiration Mileage
GAP		[redacted]		Approved and Issued	08/22/2007	08/22/2010	

SERVICE HISTORY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/18/2009	28,239	TOYOTA OF MANHATTAN-(31162)		0135205	$811.36
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc:	HUB BOLT (ONE SIDE) R&R					SSC No. ----
	HUB BOLT (ONE SIDE) R&R ~|~CUST STATES : THERE IS A NOISE COMING FROM THE REAR ,,SHE WAS TOLD FROM A OUTSIDE SHOP IT WAS THE REAR RIGHT AND LEFT HUB BEARING ~|~REPLACED THE REAR HUB AND BEARING					Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/24/2008	22,555	TOYOTA OF MANHATTAN-(31162)		0129780	$312.00
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc:	COMB: OPPOSITE SIDE					SSC No. ----
	F.DSC 1-SD (OFF-VEH) GND ~|~UPON INSPECTION FRONT BRAKES DOWN TO 3MM LEFT ~|~GOODWILL					Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/01/2007	4,823	TOYOTA OF MANHATTAN-(31162)		0106448	$28.50
Condition 1						Pay Type: WARRANTY PAY

TOY-RQ-05D-00000799

Op Code Desc:	BCK DR LCK STRKR SUBASSY R&R	SSC No. ----
	BCK DR LCK STRKR SUBASSY R&R ~|~BCK DR LCK STRKR SUBASSY R&R ~|~TECH FOUND L/R DOOR NOT CLOSING PROPERLY, NEED TO ADJUST STRIKER ADJUSTED L/R DOOR STRIKR	Agreement ----

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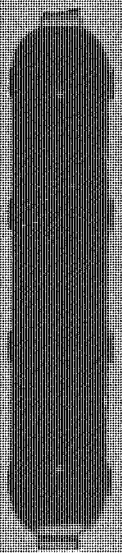
Home
Contacts
Cases
Activities
Dealers
Vehicles
Contacts List
Contacts Summary
Name
Salutation: Ms.
First Name:*
Last Name:*
Suffix:
MI:
Company Name:*
Preferred Name:
Contact Type: Individual
Contact Alert:
Phone
Primary Phone #:*
Alternate Phone #:
Fax #:
Email:*
Address
C/O:
Address:*
Address Line 2:
City:* NEW YORK
State/Province: NY
Zip Code:*
Country:* USA
Contact Details
Language Preference: ENGLISH
Deceased:
Summary
Offer Payments
Permissions
Vehicles
Menu
Query
Change Ownership/Driver
Add VIN
1 - 1 of 1
VIN #
Role
Purchase Date
Sold Date
Make
Model
Trim
Model Year
Exterior Color
Door Style
Drive Train
Certified
OWNER
08/20/07
10/16/07
Toyota
RAV4
4 CYL
2007
PACIFIC BLUE MET(
Cases
Menu
Query
1 - 5 of 5
New
Alert
Case #
Brand
Case Type
Case Source
Toyota
Arbitration
Customer
Toyota
General
Customer
Toyota
Priority
Customer
Toyota
General
Customer
Toyota
Accident
Customer
Activities
Menu
Query
1 - 2 of 2
New
Alert
Private
Activity #
Type
Person
Case Long Note
Customer
Case Long Note
Customer

[redacted]

EASTERN REGION



TOY-RQ-05D-00000802

Case Activity Report

Case # : 0907136633 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 08/10/2009 14:50:52

Case Title : PRODUCT ; ABNORMAL CONDITION ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHCK262072[redacted]
MODEL YR. :	2007
MODEL :	IS 250
GRADE :	4-Dr Sedan
MODEL NUMBER :	9506
ENGINE :	4GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	
DOFU :	02/08/2007
CURRENT MONTHS :	30
CURRENT MILES :	28700
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	NUMATAC
CREATED DATE :	07/27/2009 12:21:47
CREATED BY :	BRACKEG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	08/10/2009 14:50:52
CLOSED BY :	NUMATAC
CLOSER'S GROUP :	Lexus 2B

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 :	NUMATAC
CLOSE APPROVED :	08/10/2009 14:50:32
# OF CLOSE EXTENSIONS :	0

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
07/27/2009 19:16:29 / Call - Inbound	Done	BRACKEG / Eastern Rep	Cust sts the veh is accelerating on its own. Cust sts it has happened 2 times. Cust sts both times it was when she was passing. Cust sts she has been adv by the dlr she needs to document it with Lexus before she can bring the veh in. Cust sts the veh is being towed to the dlr tonight. LCS apol and adv cust a dept rep would research with the dlr and f/u in 2 b/d, once the veh has been diagnosed. Cust thanked. LCS thanked cust.	

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TOY-RQ-05D-00000803

Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
07/27/2009 23:04:26 / Request Action	Done	63702SW6 / Dealer CRM	Dan, Customer is stating that veh is accelerating on its own and veh is being towed to dlr today. Please advise on information on this veh. Thanks! Carolyn	Vehicle inspected by area FTS. Explained finding to owner and will test drive until owner feels comfortable.
07/29/2009 22:49:49 / Call - Outbound	Done	NUMATAC / Eastern Rep	Clld cust at & l/m to c/b**********If cust c/b pls transfer or adv that CNumata is spec handling cust concerns. Pls adv cust that at this time rep is currently awaiting info from the dlr. Pls adv cust rep will c/b when they have more info. Thank you.	
07/31/2009 21:19:15 / Call - Inbound	Done	NUMATAC / Eastern Rep	SM, Dan called in and adv that FTS is insp this veh next Tuesday.	
08/08/2009 21:06:25 / Email - Outbound	Done	NUMATAC / Eastern Rep	Emailed SM, Dan to find out if FTS found that veh is oper as designed.	
08/08/2009 22:04:09 / Email - Inbound	Done	NUMATAC / Eastern Rep	SM, Dan emailed in and adv that cust's veh was found to be oper as designed and veh was delivered back to cust on Thursday, 8/6.	
08/10/2009 21:44:41 / Call - Outbound	Done	NUMATAC / Eastern Rep	Called cust to f/up. Adv cust that I have been adv by dlr that cust's veh was insp by FTS and found to be oper as designed and that dlr has given veh back to cust. Cust sts that she doesn't believe that veh is oper as designed and she is afraid to drive veh at all. Apol to cust and adv that we can't assist cust any further and I will doc her comments here. Cust sts that she's not satisfied and hung up.	
08/10/2009 21:49:32 / Close	Done	NUMATAC / Eastern Rep	FTS insp and found veh to be oper as designed.	

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TOY-RQ-05D-00000804

FILE START

Case Activity Report

Case # : 0907139935 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 1/15/2010 01:10:13 PM

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

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHCK262495[redacted]
MODEL YR. :	2009
MODEL :	IS 250
GRADE :	4-Dr Sedan
MODEL NUMBER :	9506
ENGINE :	4GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	62901 LEXUS OF CHERRY HILL
DOFU :	05/28/2009
CURRENT MONTHS :	2
CURRENT MILES :	5000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	LOCKHAK
CREATED DATE :	7/29/2009 06:54:04 AM
CREATED BY :	BERGENW1
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	8/11/2009 11:29:56 AM
CLOSED BY :	RYANL
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	62901 LEXUS OF CHERRY HILL
REGION CODE - NAME :	33 - Eastern Area
DISTRICT :	05
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

CSAT :	Unknown
CLOSE APPROVED BY :	LOCKHAK
CLOSE APPROVED :	08/11/2009 11:29:52
# OF CLOSE EXTENSIONS :	0

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-83BDO	7/29/2009 06:40:03 AM / Call - Inbound	Done	BERGENW1 / Central Rep	Cust sts that she brought her veh to the dlr b/c the veh was accel on its own. Cust sts this happend once with her driving, once with her husband driving. Cust sts the dlr wasn't able to duplicate the issue and wasnt able to correct/ rpr issue. Cust sts that her veh pulls to the right when braking. Cust sts that she thought the dlr was going to address the pulling while braking when she was last in for svc, but the veh is still exper the pull. Cust sts the keyless entry does			7/29/2009 06:54:04 AM

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TOY-RQ-05D-00000806

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				not open the door quickly when she touches the door handle and she thinks there may be an issue with the Keyless Entry system. LCS apol & adv I will forward cust's concerns to a dept spec who will f/u w/in 2 bus days.			
1-849E1	7/29/2009 11:11:01 AM / Call - Inbound	Done	LOCKHAK / Eastern Rep	Clld cust at [redacted] Adv cust I am the dept specialist who is handling her concerns. Confirmed cust concerns. Cust sts that she is having a concern with her brakes pulling to the right as well as a problem with her keyless entry. Cust sts that the dlr already gave her a determination and are unable to replicate her problem. Sts she does not care. Adv cust based on initial determination vehicle was inspected by dlr and tested by FTS and driven a total of 105 miles. Adv cust that LCS is willing to assist, but are ultimate determination for assistance is determined by evaluation done so by dlr and their expertise. Adv cust I would look into concern further and again in order for LCS to make a determination as to if the vehicle has a manufacturer defect the concerns would have to be replicated. Adv cust I will communicate with dlr in order to have vehicle looked at again. Adv the purpose of the call was to adv I will be looking into the concerns. Cust became angry and rude. Cust sts she is not crazy and wants repairs to be done. Cust requested to speak to a supervisor and sts I am being rude. Adv cust I am fully able to assist her and the purpose of me calling was to gather more information from her about the concerns and give her background of LCS. Cust sts she does not want me to handle the concerns and demanded a sup. no sup available at the moment and adv cust I will make a request to be contacted. Cust still rude and disconnected the call.			7/29/2009 11:46:26 AM
1-849FE	7/29/2009 11:47:25 AM / Escalation	Done	ELASSAV / Eastern Rep	Cust requested to speak to supervisor.			7/30/2009 02:15:23 PM
1-82PB8	7/29/2009 12:18:38 PM / Call - Inbound	Done	ABENESR / Eastern Supervisor	Cust clld to spk with Ryan Abenes. Cust req to know if rep is sup. Adv cust that RAbenes is the sup, but is not the case mgr who is rvw the issue. Cust sts she still wants to spk to sup. Apol and adv cust that sup is not in the office today and so it'll be a 1 b/d turn around time for a sup c/b. Attempted to adv cust that the sup would not have info at this time as her 1st call was today and normally we req 2 b/ds to f/u with more info when cust became angry and adv she doesn't care and wants the sup to c/b. Adv cust that I will send sup req.	VEIAssal, ATS, contacted cust.		7/30/2009 02:05:48 PM

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

TOY-RQ-05D-00000807

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-89J0A	7/30/2009 01:59:06 PM / Call - Inbound	Done	ELASSAV / Eastern Rep	Called and LM on cust VM. Adv This is Vickey El Assal, dept supe on duty. I understand you contact LCS to speak to Ryan Abenes, however he will out of the office until early next week. If you like to discuss a concern, please feel free to call back, 1-800-255-3987. Thanks.			7/30/2009 02:01:05 PM
1-8OK1Z	8/3/2009 04:11:11 PM / Request Action	Done	62901SVM / Dealer CRM	To: Dlr SM Vic Pasca Please review cust concerns and offer dlr feedback. If there are any questions contact me directly. Thank you! KenJuan Lockhart LCS 310 468 6903	THIS VEHICLE WAS INSPECTED BY FTS AND DIAG TECH. NO PROBLEMS WITH VEHICLE SEE NOTES ON REPAIR ORDER # 297412 DATED 28 JULY		8/4/2009 06:45:06 AM
1-9HM79	8/11/2009 11:19:12 AM / Close	Done	LOCKHAK / Eastern Rep	NOTE: Closing the case. No response to sup c/b. Waited 5 b/d.			8/11/2009 11:29:50 AM
1-SBZZH	1/15/2010 12:59:26 PM / Inspection	Done	RYANL / CSA	The dealer submitted a request to the Area to have the FTS inspect the customer's veh for unintended acceleration.	FTS inspected vehicle and report was forwarded to TMS Legal for written response to customer.		1/15/2010 01:10:07 PM

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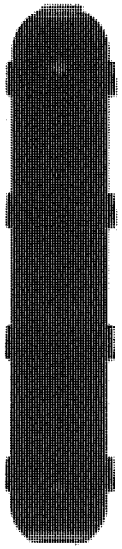
TOY-RQ-05D-00000808

[redacted]

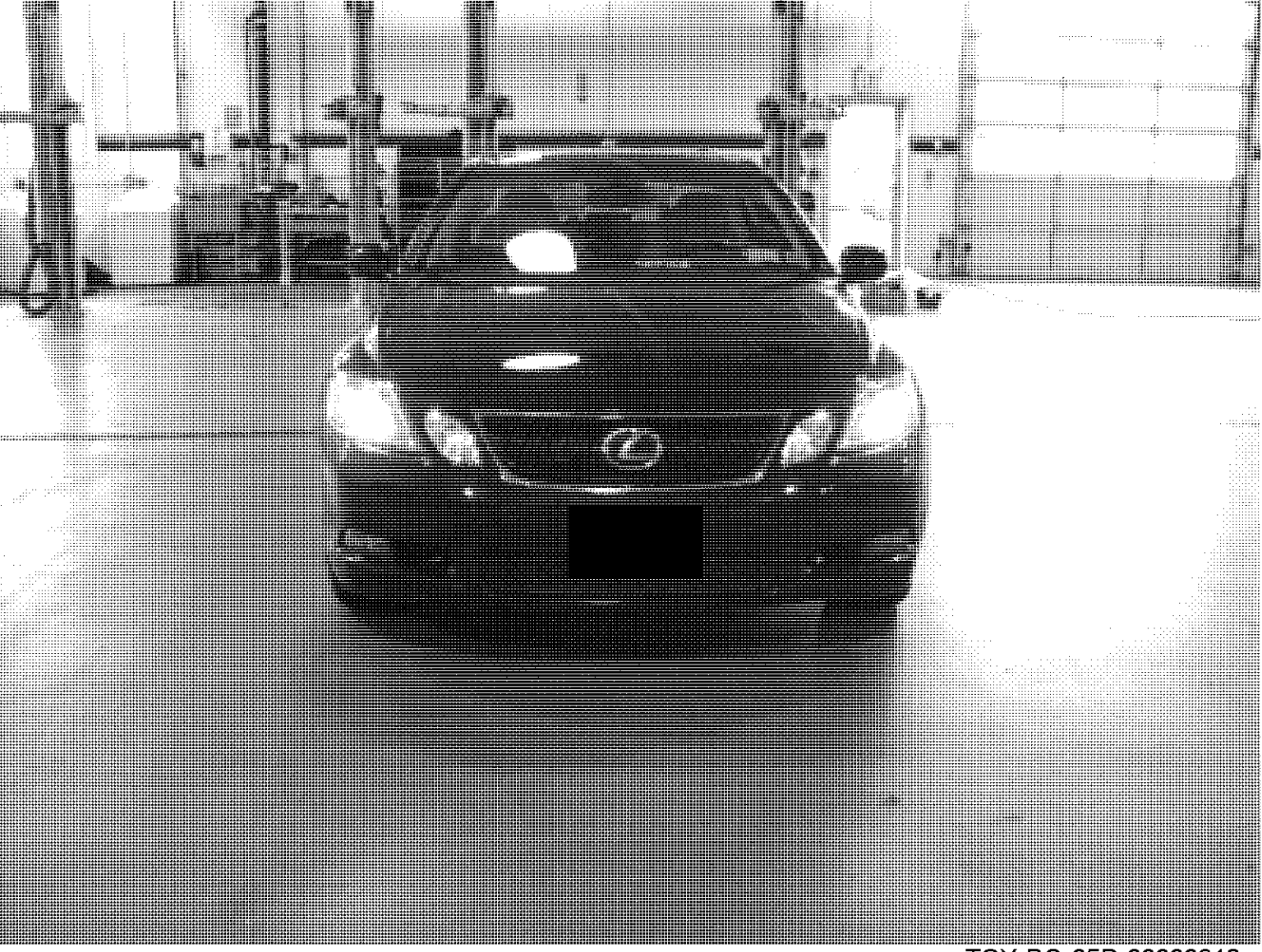
2009-10-47843
CLAIM

TOY-RQ-05D-00000809

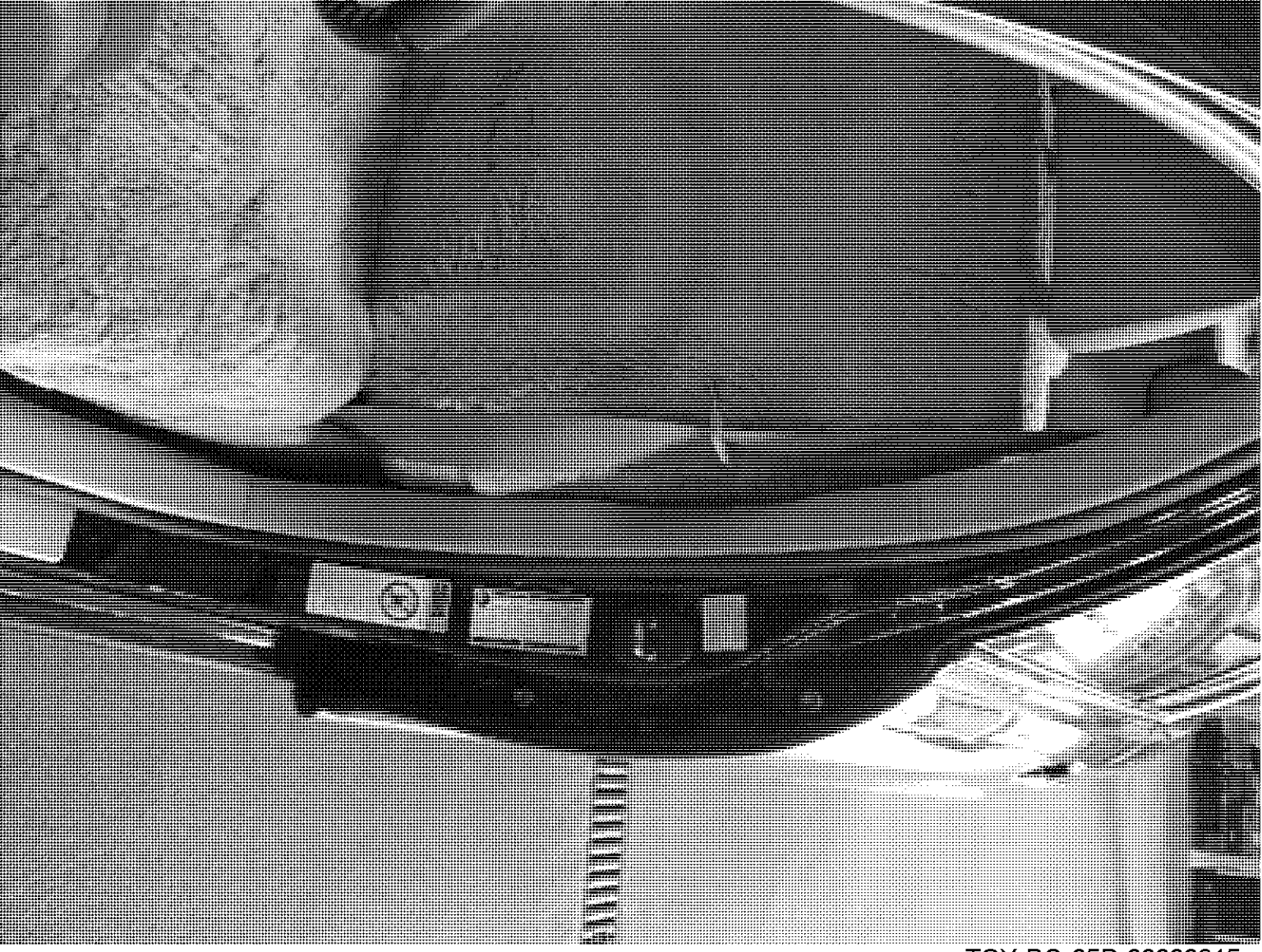


TOY-RQ-05D-00000810

IF YOU THINK SOMETHING IS
MORE IMPORTANT THAN THE
CUSTOMER, YOU'RE WRONG AGAIN!



TOY-RQ-05D-00000812



TOY-RQ-05D-00000816

TOYOTA

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

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

October 7, 2009

[redacted]
BUCHANAN NY [redacted]

Re: Date of Loss: Unknown
Vehicle: 2007 Lexus GS 350
VIN: JTHCE96S370[redacted]

Dear Ms.[redacted]

This letter is in response to your report to Ray Catena Lexus of a problem with your vehicle where it accelerated on its own. Toyota Motor Sales, USA, Inc. ("TMS") has completed a technical inspection of your vehicle.

You reported that while driving uphill the vehicle accelerated on its own. You applied the brakes and while the brake light engaged, you said that the brakes did not slow the vehicle. You believe that this was due to a defect in your vehicle.

The inspection of your vehicle revealed no evidence of any vehicle defects or malfunction. The throttle assembly and accelerator pedal were operating as designed, with no binding or sticking of any of the components. The brake system was found to be operating properly.

The inspection also revealed that the driver's floor mat was in a position where it could interfere with the operation and travel of the accelerator pedal. When the vehicle was taken in to the dealership, the floor mat retaining clips were missing which allowed the floor mat to move out of position. This could have interfered with the operation of the accelerator and/or brake pedals.

We are very sorry about to learn of this unfortunate incident, however, our inspection of your vehicle found that the incident was not due to any sort of manufacturing or design defect, and we are unable to offer additional assistance.

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

Very truly yours,

[redacted]
Troy H. Higa
Claims Administrator

LEXUS
PURSUIT OF PERFECTION

Customer Profile

Thursday October 08, 2009 Logout

TOYOTA | SCION | LEXUS

GET CUSTOMER INFO:

Customer ID:
First Name: MI:
Is Exactly
Last Name:
Is Exactly
Phone:
Email:
Organization:
Address:
City:
State: Zip:
VIN: JTHCE96S370[redacted]
Clear Submit

<< Back to Search Results List

CUSTOMER INFORMATION

[redacted]
[redacted]
BUCHANAN, NY [redacted]

Primary: [redacted]
Alternate:
Email:

Update Customer Info

Last Update: 10/08/2009, CAMPUS(HIGAT)

VEHICLE

Customer Role:	OWNER
VIN:	JTHCE96S370[redacted]
Year/Make/Model:	2007 LEXUS GS 350 (9306)
Original Selling Dealer:	RAY CATENA LEXUS (63109)
Preferred Dealer:	

Update Preferred Dealer

HOUSEHOLD

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: 2007 LEXUS GS 350 (9306) **VIN: JTHCE96S370007268** **Original Selling Dealer: RAY CATENA LEXUS (63109)**

DOFU: 04/02/2007
Built Date: 02/23/2007
Transmission Type: 6ECTI
Engine Type: 2GR
Model Description: GS 350 4-DOOR AWD SEDAN

Factory Key Code
Exterior Color: BLACK SAPPHIRE (08U0)
Interior Color: IVORY/CASHMERE (LA03)
Edition: GS350 4-DR SEDAN

Telematics Enabled: N

Additional Vehicle Details

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Serviced	Servicing Dealer
SLA-CERTAIN 2006 - 2007 GS, 2006 - 2008 IS AND 2007 - 2009 LS VEHICLES, REPLACEMENT OF FUEL DELIVERY PIPES (FUEL	Completed	03/10/09	RAY CATENA LEXUS

TOY-RQ-05D-0000819

RAILS)

SRV/WP (63133)

TFS PRODUCT SUMMARY

Type	Sub Type	ID	Plan Cd	Product Status	Effective Dt	Expiration Dt	Expiration Mileage
VSA	PLATINUM	0010013415	YH7	Approved and Issued	04/04/2007	04/04/2014	100000

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
----	08/12/2009	27,183	RAY CATENA LEXUS SRV/WP-(63133)	HIGGINS, L	0165540	$0.00

Condition 1

Op Code Desc: OTHERS

OTHERS ~|~C/S WAS ACCEL UPHILL AT MODERATE SPEED AND ACCEL BEGAN TO DEPRESS ON IT'S OWN. ALSO HAPPENED WHEN CUST ACCEL TO PASS A CAR ON HWY. CUSTOMER PRESSED BRAKE AND BRAKES DID NOT ENGAGE. BRAKE LIGHT CAME ON AT THE SAME TIME THIS WAS HAPPENING. C/S THERE WAS A N ~|~SHOP FORMAN AND LEXUS TECHNICAL REP INSPECTED CAR COMPUTER SCAN TEST FOR FAULT CODES, NON FOUND CK ACCELERATOR PEDAL AND LINKAGE CK OK . ~|~NOTE: FOUND ALL WEATHER RUBBER MAT APPROX 6 TO 8 INCHES FURTHER UP ON FLOOR THEN IT SHOULD BE, NOT CLIPPED IN TO FLOOR, CLIPS MISSING. WHILE RUBBER MAT WAS IN THIS POSTION, WAS ABLE TO DUPLICATE ACCELERATOR PEDAL BEING DEPRESSED AND GETTING STUCK ON RUBBE

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc: LOANER CARS

LOANER CARS

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/30/2009	25,368	RAY CATENA LEXUS SRV/WP-(63133)	ACEVEDO, F	0162106	$191.48

Condition 1

Op Code Desc: 25000 MILE SERVICE NON WARRANTY-NON OEM

25000 MILE SERVICE NON WARRANTY-NON OEM ~|~CUSTOMER REQUESTS 25000 MILE SERVICE CHANGE ENGINE OIL & FILTER. LUBRICATE RUBBER BUSHINGS AND HINGES. INSPECT AIR FILTER. INSPECT & REPLENISH ALL FLUID LEVELS. INSPECT BRAKE PADS & LININGS. INSPECT BALL JOINTS, DUST COVERS AND DRIVESHAFT BOOTS. CHECK TIR ~|~==========
~|~25000 MILE SERVICE PERFORMED

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc: LOANER CARS

LOANER CARS

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	03/10/2009	20,279	RAY CATENA LEXUS SRV/WP-(63133)	FIGURA, J	0153187	$1,240.68

Condition 1

Op Code Desc: 15000 MILE SERVICE NON WARRANTY

15000 MILE SERVICE NON WARRANTY ~|~CUSTOMER REQUESTS 15000 MILE SERVICE CHANGE ENGINE OIL & FILTER. LUBRICATE RUBBER BUSHINGS AND HINGES. INSPECT VAPOR VENT SYSTEM. SCOPE ENGINE AND SET TO SPECIFICATIONS. ADJUST EMERGENCY BRAKE.

Pay Type: CUSTOMER PAY

SSC No. ----

Agreement ----

REPLACE AIR FILTER. BRAKE SERVICE: INSPECT AND CLEAN BRAKE PA
~|~========== ~|~15000
MILE SERVICE PERFORMED

Condition 2 **Pay Type:** CUSTOMER PAY

Op Code Desc: LOANER CARS **SSC No.** ----

LOANER CARS **Agreement** ----

Condition 3 **Pay Type:** WARRANTY PAY

Op Code Desc: FUEL DELIVERY PIPE **SSC No.** ----

FUEL DELIVERY PIPE ~|~C/S PERFORM SSC 9LA CAMPAIGN ~|~NEEDED ~|~REPLACED FUEL DELIVERY PIPES AS PER SSC 9LA CAMPAIGN **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/15/2008	14,662	RAY CATENA LEXUS SRV/WP-(63133)	TEPELIDIS, D	0142611	$390.98

Condition 1 **Pay Type:** CUSTOMER PA

Op Code Desc: NON WARRANTABLE OPERATION CODE **SSC No.** ----

NON WARRANTABLE OPERATION CODE ~|~CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE. CHECK ALL FLUID LEVELS. ~|~TOP OFF ALL FLUIDS, RESET TIRE PRESSURES 24 POINT INSPECTION COMPLETED **Agreement** ----

Condition 2 **Pay Type:** WARRANTY PAY

Op Code Desc: OTHERS **SSC No.** ----

OTHERS ~|~C/S THAT BRAKES ARE SQUEAKING ~|~FRONT ROTORS MACHINE AND UPDATE PADS/SIM KIT ~|~MACHINED FRONT ROTORS L/F 28.4...R/F 28.7, AND PLACED UPDATE D PADS/SHIMS IN VEHICLE **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/18/2008	10,401	RAY CATENA LEXUS SRV/WP-(63133)	TEPELIDIS, D	0134916	$200.43

Condition 1 **Pay Type:** CUSTOMER PAY

Op Code Desc: 10000 MILE SERVICE NON WARRANTY-NON OEM **SSC No.** ----

10000 MILE SERVICE NON WARRANTY-NON OEM ~|~CUSTOMER REQUESTS 10000 MILE SERVICE CHANGE ENGINE OIL & FILTER. LUBRICATE RUBBER BUSHINGS & HINGES. INSPECT AIR FILTER. INSPECT HOSES & CLAMPS. CHECK AND REPLENISH ALL FLUID LEVELS. INSPECT BRAKE PADS & LININGS INSPECT BALL JOINTS, DUST COVERS AND DRIVES **Agreement** ----
~|~==========
~|~10000 MILE SERVICE PERFORMED

Condition 2 **Pay Type:** CUSTOMER PAY

Op Code Desc: AIR CONDITIONING **SSC No.** ----

AIR CONDITIONING ~|~C/S CLICKING NOISE WHEN CAR IS IDLING WITH AND WITHOUT AIR CONDITIONING ~|~ ~|~HEARD NO ABNORMAL NOISES, NORMAL TICKING NOISE FROM HIGH PRE SSURE INJECTORS HEARD AT THIS TIME **Agreement** ----

Condition 3 **Pay Type:** CUSTOMER PAY

Op Code Desc: LOANER CARS **SSC No.** ----

LOANER CARS **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/02/2008	6,809	RAY CATENA LEXUS SRV/WP-(63133)	HIGGINS, L	0128550	$1,589.71

Condition 1 **Pay Type:** CUSTOMER PAY

TOY-RQ-05D-0000821

Op Code Desc: FRONT/REAR BODY — **SSC No.** ----

FRONT/REAR BODY ~|~C/S INSTALL WINDSHIELD ~|~ ~|~INSTALL NEW WINDSHIELD - COMPLETE — **Agreement** ----

Condition 2 — **Pay Type:** CUSTOMER PAY

Op Code Desc: NON WARRANTABLE OPERATION CODE — **SSC No.** ----

NON WARRANTABLE OPERATION CODE ~|~CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE. CHECK ALL FLUID LEVELS. ~|~TOP OFF ALL FLUIDS, RESET TIRE PRESSURES 24 POINT INSPECTION COMPLETED — **Agreement** ----

Condition 3 — **Pay Type:** CUSTOMER PAY

Op Code Desc: NY STATE INSPECTION — **SSC No.** ----

NY STATE INSPECTION ~|~NY STATE INSPECTION ~|~NYSI STICKER # 10748758 ~|~NY STATE INSPECTIION — **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/21/2007	4,479	RAY CATENA LEXUS SRV/WP-(63133)		0110700	$76.82

Condition 1 — **Pay Type:** CUSTOMER PAY

Op Code Desc: WAITER — **SSC No.** ----

WAITER — **Agreement** ----

Condition 2 — **Pay Type:** CUSTOMER PAY

Op Code Desc: ACCESSORY — **SSC No.** ----

ACCESSORY ~|~C/S THAT TIRE PRESSURE LIGHT IS ON ~|~NO LIGHT ON ~|~ADJUSTED TIRE PRESSURES — **Agreement** ----

Condition 3 — **Pay Type:** WARRANTY PAY

Op Code Desc: 5,000 MILE SERVICE — **SSC No.** ----

5,000 MILE SERVICE ~|~5000 MI SERVICE , REPLACE ENGINE OIL AND FILTER, INSPECT TIRE PRESS. & WIRE, CK/REPLENISH ALL FUILDS, INSPECT DRIVE BELT,& HOSES, CK AIR FILTER,INSPECT BRAKES PADS,DISC/DRUMS LINES & HOSES, INSPECT STEERING, BALL JOINTS,DUST COVER, DRIVE SHAFT,CHASSIS, WA ~|~SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE ~|~5000 MILE SERVICE PERFORMED — **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/25/2007	616	RAY CATENA LEXUS-(63109)	LEYDON, K	0098118	$1,210.67

Condition 1 — **Pay Type:** CUSTOMER PAY

Op Code Desc: FRONT/REAR BODY — **SSC No.** ----

FRONT/REAR BODY ~|~REPAIR AS PER ESTIMATE. LASER FRAME ~|~ ~|~COMPLETED — **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/12/2007	205	RAY CATENA LEXUS-(63109)	ARROYO, C	0097386	$42.00

Condition 1 — **Pay Type:** WARRANTY PAY

Op Code Desc: LEXUS PERSONALIZED — **SSC No.** ----

LEXUS PERSONALIZED ~|~C/S PROGRAM PERSONALIZED SETTINGS CODE 001030 ~|~C BEST ~|~PERSONALIZED SETTINGS PROGRAMMED — **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/06/2007	14	RAY CATENA LEXUS-(63109)	ARROYO, C	0096756	$220.00

Condition 1

Op Code Desc: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PERFORM PRE-DELIVERY INSPECTION ~|~PDI ~|~COMPLETED

Pay Type: WARRANTY PAY

SSC No. ----

Agreement ----

Condition 2

Op Code Desc: NY STATE SAFETY INSP

NY STATE SAFETY INSP ~|~NY STATE SAFETY 11314431 ~|~ ~|~NY SAFETY INSPECT

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

VEHICLE OWNERSHIP HISTORY

Associated Parties	Role	Start Date	End Date
[redacted]	OWNER	04/02/2007	----

Add New Owner

Update Ownership Info

TELEMATICS PRODUCTS

No records found.

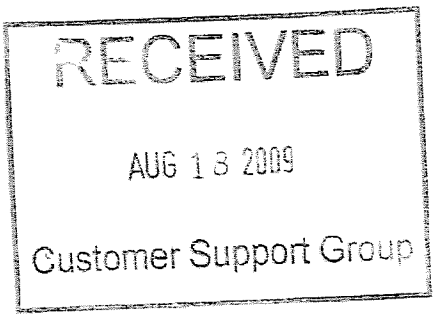
TELEMATICS OWNERSHIP HISTORY

Contract No.	Status	Associated Parties	Role	Start Date	End Date

No records found.

FILE START

August 7, 2009



Toyota Customer Experience Center
Toyota Motor Sales USA Inc
P.O. Box 2991
Torrance, CA 90509-2991

To Whom It May Concern:

My name is [redacted] from Rockaway, New Jersey. I purchased a new 2009 Toyota Avalon in January of 2009, from Towne Toyota in Ledgewood, New Jersey.

With less than 2500 miles on the odometer, on July 27, 2009, I set out to go to a meeting in Wharton at the Saint Mary's church. Approximately one quarter of a mile from my home is the entrance ramp to Interstate route 80. As I took my foot off of the accelerator to apply the brake the accelerator started to move in a downward position increasing the speed of the car. The highway traffic moving in the same direction, as I was going was light. With my foot on the brake, the car continued to pick up speed and by the time I was in the right lane the car speed was approximately 60 mph. As nervous as I was I had to make a choice as to what to do. So I kept applying the brake and decided to get off on the next exit which was a straight run to the Government complex of Picatinny Arsenal. With my foot on and depressing the brake I was unable to stop the car. By this time there was noticeable smoke coming from the tires. As I entered the upward ramp of the Arsenal, the car started to slow down and smoke continued from the wheels and now from under the hood of the car. I then applied both feet on the brake and the car continued to slow down as I moved it to the right shoulder. Smoke continued from under the hood and when I shut the engine off after putting it in park, I heard a loud ker-plunk. By this time a police officer stopped to see if he could help me. The officer helped me out of the car I opened the hood and he said, you need this towed and I said to him it should go right to Towne Toyota. He made all the calls and when the tow truck arrived it went to Towne Toyota and he took me home. I notified the Service manager, Mike, as to what had occurred. He said, he and the tech would inspect and assess the damage. The service manager called me back and gave me a list of things that needed to be done to the car, for total repair work. Attached please find that list of services which I was told was not covered under the warranty.
He also told me that the mechanic said there was no problems with the gas peddle and that the All Weather Mat may have been responsible for the mishap. So he took out the original mat and secured the All Weather Mat to the retaining holders which come in the floor of the car.

From what I remember, when I got out of the car, the mat was no where near the gas peddle. But, I had a bill for $1321.00 that needed to be paid and I was very upset and mad and still feel it should be covered by the car warranty.

Well, guess what? It happened again on my way to the hair dresser on Friday, July 31, 2009. The car started to accelerate the same way, but this time I put both feet on the brake and stopped it, I shut the engine off. After a few minutes I restarted the engine and brought the car back to my house. I call Mike at Towne Toyota, who intern told me to call California and talk to Toyota out there. Both you, in California and Mike, mentioned to me to get a second opinion at my expense which does not make sense to me since it has to be a Toyota vehicle problem and there is a warranty with this car. Are you concerned or are you waiting for a tragedy to happen to someone before you take action for the safety and welfare of people who purchase your cars?

Sincerely,

[redacted]

[redacted]

Rockaway, NJ [redacted]

TOWNE TOYOTA / SCION

what moves you

Dedicated To Customer Satisfaction

1499 Route 46
Ledgewood, NJ 07852
(973) 584-8100
www.townetoyota.com
www.townescion.com

CUSTOMER CONTACT:
D: 7-27-09 T: 4:09
SPOKE TO: Mrs Hollis
LM#
COMPLETE/PLS CALL

Adv: 715 CARL WILSON	Tag: 5483	License: NJ	4T1BK36B8 9U[redacted]	Page: 1	Invoice: C66120

Invoice to	Driver/Owner Information
[redacted] ROCKAWAY, NJ [redacted] Work: [redacted] Home: [redacted]	[redacted] ROCKAWAY, NJ [redacted] Work: [redacted] Home: [redacted]

For Office Use			Vehicle Information	
Odometer in: 2173	Out: 2174	Dist: TOY CUS C Prelim	09 TOYOTA AVALON XL 4DR SDN BLUE	
	MFG: 29058		Stock#: 9U336784	
Begin: 07/27/09	Done: 07/27/09	Invoiced: 07/27/09 15:23 CW	Inservice: 01/05/09	

Customer Concern

						Operation	Tech		Amount
Concern 51	CUSTOMER STATES COULD NOT STOP VEHICLE...VEHICLE WAS SMOKING...TOW IN...					TOW	111		0.00
Correction	TOWING CHARGE...					Qty	List	Sell	
Parts	Part Number	PO#	Note	Description		1	132.00	79.20	79.20
	TOY NPN/TOW43490		TOW	**********					
	Tech 111 TECH, SHOP					TOTAL CHARGE FOR CONCERN			79.20
Type: C	Line Flags: NOS								
Concern +52	CUSTOMER STATES PERFORM FRONT BRAKE SERVICE...					Operation	Tech		Amount
Correction	REPLACED FRONT PADS AND ROTORS...					FRTBRAKES	831		211.42
Parts	Part Number	PO#	Note	Description		Qty	List	Sell	
	TOY 04465-06100			PAD KIT, DISC BRAKE		1	63.59	63.59	63.59
	TOY 43512-06090			DISC, FR		2	122.47	122.47	244.94
	Tech 831 DIBERNARD, MICH					TOTAL CHARGE FOR CONCERN			519.95
Type: C	Line Flags: NOS								
Concern +53	CUSTOMER STATES PERFORM REAR BRAKE SERVICE...					Operation	Tech		Amount
Correction	REPLACED REAR PADS AND ROTORS...					REARBRAKES	831		207.39
Parts	Part Number	PO#	Note	Description		Qty	List	Sell	
	TOY 04466-06090			PAD KIT, DISC BRAKE		1	63.59	63.59	63.59
	TOY 42431-06110			DISC, RR		2	130.21	130.21	260.42
	TOY 00289-2BC00-CA			NON CHLOR BRAKE CLNR		1	8.55	8.55	8.55
	Tech 831 DIBERNARD, MICH					TOTAL CHARGE FOR CONCERN			539.95
Type: C	Line Flags: NOS								

PP 7/24/09

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

STATEMENT OF DISCLAIMER

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WSRQC004

1499 Route 46
Ledgewood, NJ 07852
(973) 584-8100
www.townetoyota.com
www.townescion.com

Adv: 715 CARL WILSON	Tag: 5483	License: NJ	4T1BK36B8 9U[redacted]	Page: 2	Invoice: C66120

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 07/27/09 15:23:46 CW

09 TOYOTA AVALON XL 4DR SDN BLUE

Summary of Charges for Invoice C66120	
PARTS	641.09
SUBLET REPAIRS	79.20
LAB-MECHANICAL	418.81
SUB-TOTAL	1139.10
STATE TAX	74.19
TOTAL CHARGE	1213.29

Payment Distribution for Invoice C66120	
TOTAL CHARGE	1213.29
CASH DUE	1213.29

VARIABLE RATE UP TO $102/HOUR

IF FOR ANY REASON YOU WERE NOT COMPLETLY SATISFIED, FEEL FREE TO CONTA
CT DAVE DURNAL SERVICE MANAGER 973.584.8100 EXT. 566

Last Page

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HANOVER PARK REGIONAL HIGH SCHOOL DISTRICT
WHIPPANY PARK HIGH SCHOOL
165 Whippany Road, Whippany, New Jersey 07981

GUIDANCE & COUNSELING SERVICES

WC11

Route: TCS-WEST

Location: WC11

08/18/09 08:28 1 of 1

081816082831

Toyota Customer Experience Center
Toyota Motor Sales U.S.A. Inc
PO Box 2991
Torrance CA, 90509-2991

WC11

TOYOTA INSPECT

90503+2991

TOY-RQ-05D-00000828

August 7, 2009

RECEIVED
AUG 18 2009
Customer Support Group

Toyota Customer Experience Center
Toyota Motor Sales USA Inc
P.O. Box 2991
Torrance, CA 90509-2991

To Whom It May Concern:

My name is [redacted], from Rockaway, New Jersey. I purchased a new 2009 Toyota Avalon in January of 2009, from Towne Toyota in Ledgewood, New Jersey.

With less than 2500 miles on the odometer, on July 27, 2009, I set out to go to a meeting in Wharton at the Saint Mary's church. Approximately one quarter of a mile from my home is the entrance ramp to Interstate route 80. As I took my foot off of the accelerator to apply the brake the accelerator started to move in a downward position increasing the speed of the car. The highway traffic moving in the same direction, as I was going was light. With my foot on the brake, the car continued to pick up speed and by the time I was in the right lane the car speed was approximately 60 mph. As nervous as I was I had to make a choice as to what to do. So I kept applying the brake and decided to get off on the next exit which was a straight run to the Government complex of Picatinny Arsenal. With my foot on and depressing the brake I was unable to stop the car. By this time there was noticeable smoke coming from the tires. As I entered the upward ramp of the Arsenal, the car started to slow down and smoke continued from the wheels and now from under the hood of the car. I then applied both feet on the brake and the car continued to slow down as I moved it to the right shoulder. Smoke continued from under the hood and when I shut the engine off after putting it in park, I heard a loud ker-plunk. By this time a police officer stopped to see if he could help me. The officer helped me out of the car I opened the hood and he said, you need this towed and I said to him it should go right to Towne Toyota. He made all the calls and when the tow truck arrived it went to Towne Toyota and he took me home. I notified the Service manager, Mike, as to what had occurred. He said, he and the tech would inspect and assess the damage. The service manager called me back and gave me a list of things that needed to be done to the car, for total repair work. Attached please find that list of services which I was told was not covered under the warranty.
He also told me that the mechanic said there was no problems with the gas peddle and that the All Weather Mat may have been responsible for the mishap. So he took out the original mat and secured the All Weather Mat to the retaining holders which come in the floor of the car.

From what I remember, when I got out of the car, the mat was no where near the gas peddle. But, I had a bill for $1321.00 that needed to be paid and I was very upset and mad and still feel it should be covered by the car warranty.

Well, guess what? It happened again on my way to the hair dresser on Friday, July 31, 2009. The car started to accelerate the same way, but this time I put both feet on the brake and stopped it, I shut the engine off. After a few minutes I restarted the engine and brought the car back to my house. I call Mike at Towne Toyota, who intern told me to call California and talk to Toyota out there. Both you, in California and Mike, mentioned to me to get a second opinion at my expense which does not make sense to me since it has to be a Toyota vehicle problem and there is a warranty with this car. Are you concerned or are you waiting for a tragedy to happen to someone before you take action for the safety and welfare of people who purchase your cars?

Sincerely,

[redacted]

[redacted]

Rockaway, NJ [redacted]

TOWNE TOYOTA / SCION

what moves you

Dedicated To Customer Satisfaction

1499 Route 46
Ledgewood, NJ 07852
(973) 584-8100
www.townetoyota.com
www.townescion.com

CUSTOMER CONTACT:
D: 7-27-09 T: 4:09
SPOKE TO: Mrs Hollis
LM#
COMPLETE/PLS CALL

Adv: 715 CARL WILSON	Tag: 5483	License: NJ	4T1BK36B8 9U[redacted]	Page: 1	Invoice: C66120

Invoice to	Driver/Owner Information
[redacted] ROCKAWAY, NJ [redacted] Work: [redacted] Home: [redacted]	[redacted] ROCKAWAY, NJ [redacted] Work: [redacted] Home: ([redacted]

For Office Use			Vehicle Information	
Odometer in: 2173	Out: 2174	Dist: TOY CUS C Prelim	09 TOYOTA AVALON XL 4DR SDN BLUE	
	MPG: 29058		Stock#: 9U336784	
Begin: 07/27/09	Done: 07/27/09	Invoiced: 07/27/09 15:23 CW	Inservice: 01/05/09	

Customer Concern

Concern 51	CUSTOMER STATES COULD NOT STOP VEHICLE...VEHICLE WAS SMOKING...TOW IN...				Operation Tech	Amount
Correction	TOWING CHARGE...				TOW 111	0.00
Parts	Part Number	PO#	Note	Description	Qty List Sell	
	TOY NBN/TOW43490		TOW	**********	1 132.00 79.20	79.20
	Tech 111 TECH, SHOP					
Type: C	Line Flags: NOS				TOTAL CHARGE FOR CONCERN	79.20
Concern +52	CUSTOMER STATES PERFORM FRONT BRAKE SERVICE...				Operation Tech	Amount
Correction	REPLACED FRONT PADS AND ROTORS...				FRTBRAKES 831	211.42
Parts	Part Number	PO#	Note	Description	Qty List Sell	
	TOY 04465-06100			PAD KIT, DISC BRAKE	1 63.59 63.59	63.59
	TOY 43512-06090			DISC, FR	2 122.47 122.47	244.94
	Tech 831 DIBERNARD, MICH					
Type: C	Line Flags: NOS				TOTAL CHARGE FOR CONCERN	519.95
Concern +53	CUSTOMER STATES PERFORM REAR BRAKE SERVICE...				Operation Tech	Amount
Correction	REPLACED REAR PADS AND ROTORS...				REARBRAKES 831	207.39
Parts	Part Number	PO#	Note	Description	Qty List Sell	
	TOY 04466-06090			PAD KIT, DISC BRAKE	1 63.59 63.59	63.59
	TOY 42431-06110			DISC, RR	2 130.21 130.21	260.42
	TOY 00289-28C00-CA			NON CHLOR BRAKE CLNR	1 8.55 8.55	8.55
	Tech 831 DIBERNARD, MICH					
Type: C	Line Flags: NOS				TOTAL CHARGE FOR CONCERN	539.95

PV 7/24/09

W-1/8/10

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CUSTOMER

HCR#20004

1499 Route 46
Ledgewood, NJ 07852
(973) 584-8100
www.townetoyota.com
www.townescion.com

Adv: 715 CARL WILSON	Tag: 5483	License: NJ	4T1BK36B8 9U[redacted]	Page: 2	Invoice: C66120

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165 Whippany Road, Whippany, New Jersey 07981

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WC11
Route: TCS-WEST
Location: WC11
08/18/09 08:28
1 of 1
081816082831

7008 0500 0000 1200 6829

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AMOUNT
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Toyota Customer Experience Center
Toyota Motor Sales U.S.A Inc
PO Box 2991
Torrance CA, 90509-2991

WC11

TOYOTA INSPECTE

90509+2991

TOY-RQ-05D-00000832

[redacted]

CLAIM
2010-01-48619

[redacted]

TOY-RQ-05D-00000833

Case Activity Report

Case # : 0908147419 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 11/19/2009 12:40:07 PM

Case Title : PRODUCT ; ABNORMAL CONDITION ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBH96S065[redacted]
MODEL YR. :	2006
MODEL :	GS 300
GRADE :	4-Dr Sedan
MODEL NUMBER :	9300
ENGINE :	3GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	60402 LONGO LEXUS
DOFU :	09/22/2005
CURRENT MONTHS :	47
CURRENT MILES :	61500
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	SHIELDL
CREATED DATE :	8/31/2009 11:35:32 AM
CREATED BY :	DESCHEC
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	9/10/2009 08:25:14 AM
CLOSED BY :	ROSER
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	60413 LEXUS KEARNY MESA
REGION CODE - NAME :	31 - Western Area
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY

CSAT :	Unknown
CLOSE APPROVED BY :	SHIELDL
CLOSE APPROVED :	09/10/2009 08:23:18
# OF CLOSE EXTENSIONS :	0

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TOY-RQ-05D-00000834

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-BU1PP	8/31/2009 11:29:28 AM / Call - Inbound	Done	DESCHEC / Southern Rep	Cust sts her peddle is sticking on the floor on her vehicle, and that her vehicle would not start this morning. Cust sts she saw on the news that a Lexus's peddle was stuck on the floor on Friday, the car got into an accident and caught on fire with all four passengers pronounced dead. Cust seeks for Lexus to look into this matter to see if her car is the same type of vehicle as she is scared to drive it now. LCS apol and advised cust to bring her vehicle to a Lexus dlr for diag. Cust sts she will be taking the vehicle to the dlr after work today. LCS advised cust that a department specialist will f/u with a c/b with in 2 b/d. No further assistance. Thanked Cust			8/31/2009 11:35:32 AM
1-BN2UA	9/1/2009 11:35:17 AM / Call - Outbound	Done	SHIELDL / Western Rep	Clld cust at [redacted] and left a v/m asking for a c/b.			9/1/2009 11:35:34 AM
1-C43DI	9/2/2009 12:11:39 PM / Call - Outbound	Done	SHIELDL / Western Rep	Clld cust at [redacted] and left a v/m asking for a c/b.			9/2/2009 12:11:44 PM
1-C2LGC	9/2/2009 12:16:34 PM / Call - Inbound	Done	SHIELDL / Western Rep	Cust called and she adv that she took her veh to the dlr and had a horrible experience with Lexus R/S. She adv that it took them 4hrs to tow veh to the dlr. Cust She adv that the towing rep Suran was very rude. Veh was taken to the dlr and veh was inspected and dlr adv that veh was safe to drive. Cust would like the dlr to contact her insurance company to tell them that the gas pedal got stuck which is why she was involved in the accident. Cust adv that she did not cause the accident and would like dlr to contact her insurance and take fault so that she does not have to pay for accident repairs.			9/2/2009 02:25:40 PM
1-CEBUB	9/4/2009 10:06:21 AM / Call - Outbound	Done	SHIELDL / Western Rep	Clld cust at [redacted] and left a v/m asking for a c/b.			9/4/2009 10:06:56 AM
1-CKKL4	9/8/2009 09:29:22 AM / Call - Outbound	Done	SHIELDL / Western Rep	Clld cust at [redacted] and left a v/m asking for a c/b.			9/8/2009 09:29:35 AM
1-CVEYO	9/9/2009 02:52:50 PM / Call - Inbound	Done	SHIELDL / Western Rep	Spoke to CSM SSiaw who adv veh came in and was found to be oper as designed. Cllr sts cust brought veh to dlr for concerns w/gas pedal and dlr checked further and found no concerns to be seen. Cllr sts there was a braking test, stall test and visual inspections which all came back clear. Cllr sts there are plastic floor mats in the trunk area which they did not recom to use at this time, unsure if factory or after market mats. Cllr sts no warr rprs needed or recom at this time and veh has since left the dlr. Thanked cllr.			9/9/2009 02:54:42 PM
1-CVF1A	9/9/2009 03:25:03 PM / Notes	Done	SHIELDL / Western Rep	Mistaken activity.			9/9/2009 04:25:04 PM

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TOY-RQ-05D-00000835

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-CYVL6	9/10/2009 08:23:18 AM / Close	Done	SHIELDL / Western Rep	Spoke to CSM SSiaw who adv veh has been picked up from the dlr. Cllr sts dlr found no issues w/veh during the safety inspection. Cllr sts dlr adv cust no warr rprs are needed or recom at that time. Adv cllr LCS has contacted cust several times and will close case pending a c/b to further discuss issues. Case can be closed.			9/10/2009 08:25:03 AM
1-LKV65	11/19/2009 12:39:51 PM / Call - Inbound	Done	ROSER /	Sent PIR report to Legal.			11/19/2009 12:40:05 PM

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TOY-RQ-05D-00000836

TOYOTA

Ted Cowles
Direct Phone (310) 468-7208
Fax (310) 381-6317

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

January 4, 2010

[redacted]
San Diego, CA [redacted]

RE: Date of Loss: Unknown
Vehicle: 2006 GS300
VIN #: JTHBH96S065[redacted]

Dear Ms [redacted]

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

We understand that you have concerns about your vehicle accelerator pedal "sticking" to the floor.

Your vehicle was inspected by one of our field technicians in regard to your concerns. The technician inspected the electrical and mechanical systems on the vehicle and all systems were in proper working order. The vehicle was test driven and it performed all the tests within factory specifications. The brakes and accelerator were also inspected with normal operating results. The driver's front floor mats are installed and retained properly. The other floor mats are not retained as they should be. The vehicle was test driven for 19 miles with cruise control on and off and with multiple stops and starts and it performed and operated as designed.

The fact your vehicle is not included in the current Safety Service Campaign involving floor mats/ unintended acceleration would indicate that this incident was not the result of this issue.

We are very sorry to learn of this unfortunate incident, however based upon our inspection it has been determined that this incident was not the result of any type of manufacturing defect.

Very truly yours,

T Cowles

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

[redacted]

2009-12-48359
CLAIM

TOY-RQ-05D-00000838

Case Activity Report

Case # : 0910107809 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Toyota **Case/Activity Last Updated :** 11/2/2009 02:04:07 PM

Case Title : PRODUCT ; FCRP ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTDBL40E89J[redacted]
MODEL YR. :	2009
MODEL :	COROLLA
GRADE :	STD
MODEL NUMBER :	1832
ENGINE :	2ZR
TRANSMISSION :	4ECT
SELLING DEALER CODE & NAME :	04283 TOYOTA OF PASADENA
DOFU :	02/19/2009
CURRENT MONTHS :	7
CURRENT MILES :	2000
INCIDENT MILES :	1800
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	CORNELL
CREATED DATE :	10/5/2009 01:04:34 PM
CREATED BY :	INOUEB
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	10/12/2009 02:16:42 PM
CLOSED BY :	SHERRIM
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	04283 TOYOTA OF PASADENA
REGION CODE - NAME :	11 - Los Angeles
DISTRICT :	04
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-FTHNT	10/5/2009 12:51:46 PM / Call - Inbound	Done	INOUEB / Tier 2A Rep	===Spanish Caller=== Cust sts: when leaving the garage, she put the veh in reverse but the veh accelerated on its own and the brakes did not work. Cust sts the only way she was able to stop the veh was with the parking brake. Sts the side of the veh got scratched. Cust is thankful that nobody got hurt and no accident occured. Cust sts this has occured twice & sts the veh is at the dlr			10/5/2009 01:09:03 PM

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TOY-RQ-05D-00000839

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				currently. Cust was adv that the dlr will repair her veh & that she doesn't need to worry. NCR apol & adv will document experience here at HQ. Adv to c/b if any future concerns with the veh. Adv file #. Cust thanked.			
1-G49JW	10/6/2009 02:11:16 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	INCOMING CALL FROM REGION Cllr, Jaime Diaz (FTS), sts: rcvd call from dlr regarding brakes. FTS provided detailed inspection instructions. Dlr found excessive air in front brake line. Dlr removed the air and the brakes felt firm. NCR adv notes added to case.			10/6/2009 02:15:07 PM
1-G49PW	10/6/2009 02:15:19 PM / Fax - Inbound	Done	SHERRIM / Tier 2B Rep	ATF RightFAX from FTS, JDiaz, dated/rcvd 10/6/09 contains: copy of dlr's inspection results. NCR sent fax to CR Customer Correspondence/AI/Toyota to process attachment.			10/6/2009 02:16:33 PM
1-G49RQ	10/6/2009 02:21:24 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO LEGAL NCR spk to Legal Claims Mgr, CHargrave, and provided update. NCR adv will forward copy of inspection results to HQ-11.			10/6/2009 02:22:56 PM
1-G49RW	10/6/2009 02:23:01 PM / Letter -	Done	SHERRIM / Tier 2B Rep	INTERNAL MAIL TO LEGAL NCR sent copy of report to Claims Dept; Attn CHargrave.			10/6/2009 02:23:46 PM
1-G49SM	10/6/2009 02:26:40 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO LEGAL NCR clld Legal Claims Mgr to provide update & review case. Legal sts: FTS can ask dlr to perform rpr under warr if FTS			10/6/2009 06:28:35 PM
1-G3Z43	10/6/2009 06:28:44 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO REGION NCR clld FTS, Jaime Diaz, to provide update. FTS not avail. NCR left detailed v/m; adv will call DSPM to provide update as well.			10/6/2009 06:31:10 PM

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TOY-RQ-05D-00000840

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				NCR clld DSPM, Jason Moses, to provide update. DSPM not avail. NCR left detailed v/m; requested a c/b.			
1-G3Z47	10/6/2009 06:32:17 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to get update.		10/7/2009 06:32:00 PM	10/8/2009 06:10:19 PM
1-GH1YG	10/8/2009 06:10:24 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	+OUTBOUND CUST CALL+ NCR called cust @ day # & cust not avail. NCR l/m req c/b. NCR adv cm name, 800#, ext # 73823 & hrs 730-4:30 pm PST M-F.			10/8/2009 06:10:29 PM
1-GH1YL	10/8/2009 06:10:30 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	+OUTBOUND CUST CALL+ NCR called cust @ day #& cust not avail. NCR l/m with person who answered the phone (name unknown). NCR adv purpose of call & req c/b from [redacted] Person agreed to relay message		10/9/2009 06:10:00 PM	10/9/2009 03:22:46 PM
1-GLMAW	10/9/2009 03:22:47 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	===FCRP=== Customer sts has been involved in two accidents as a result of unintended acceleration sts does not recall dates. Sts first accident occurred approx 2 months ago and second accident 1 month ago. Sts put vehicle in reverse and was pulling out of garage sts veh accelerated on its own and she was unable to stop the vehicle. Sts vehicle slide past gate causing damage to the rear near driver side door. Sts used handbrake which finally stopped vehicle. Sts did not suffer any injuries and did not notice any warning lights coming on. Sts took veh to dlr and they were able to fix mechanical components however did not fix body damage. Sts vehicle did not suffer any body damage in second accident. Sts did not contact insurance company since vehicle is under warr. Customer sts is afraid to drive veh and would preferably like a new vehicle. If unable to obtain a new vehicle would like for Toyota to fix body damage since accident occurred as a result of a product failure. Sts already picked veh up from dlr and was advised Toyota will communicate with customer regarding outer body repair approval. NCR apol to customer for concerns w/ vehicle and adv of FCRP process. NCR adv since FTS has		10/12/2009 03:22:00 PM	10/12/2009 10:12:18 AM

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

TOY-RQ-05D-00000841

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				already inspected vehicle region will not contact w/ in 4 bd. NCR will fwd to appropriate parties and f/u with customer once Toyota claims has reached a decision. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.			
1-GOOTY	10/12/2009 10:12:19 AM / Call - Inbound	Done	HARGRAC / Legal Team	Contact legal for status		10/19/2009 10:12:00 AM	10/12/2009 01:42:26 PM
1-GRGEX	10/12/2009 02:13:22 PM / Call - Inbound	Done	CORNELL / CRA	FTS, J. Diaz inspected vehicle 10/2/2009 & 10/8/2009. Forward to TMS Legal.			10/12/2009 02:15:18 PM
1-GYMA1	10/14/2009 10:03:36 AM / Call - Inbound	Done	FORDT / Tier 2A Rep	Cllr sts: wants the status of the case. NCR advised dealer the case has been forwarded to Legal and they will contact the customer with the response, typically via mail. Caller thanked.			10/14/2009 10:04:57 AM
1-J62U5	11/2/2009 02:01:07 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	INCOMING CALL FROM DLR-Toy Pasadena CRM, Briana, sts: wants to know status of case. NCR adv Toy will notify cust of Toy's position in writing within 30 days of veh inspection.			11/2/2009 02:02:59 PM

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TOY-RQ-05D-00000842

TOYOTA

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

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

December 10, 2009

[redacted]
ALHAMBRA CA [redacted]

Re: Date of Loss: October 12, 2009
Vehicle: 2009 Toyota Corolla
VIN: JTDBL40E89J[redacted]

Dear Mrs.[redacted]

This letter is in response to your communication with our Customer Experience Center. Following the above-referenced accident, you reported that there were two more incidents: one that occurred in late November 2009 which resulted in you hitting something and damaging the right rear bumper of your vehicle. As you are aware, Toyota Motor Sales, USA, Inc. ("TMS") completed technical inspections of your vehicle following both incidents.

You reported that in the October incident, you were reversing from your garage when the vehicle accelerated and the brakes did not work. When our technician inspected the vehicle following that incident, he found no problems with your vehicle, but learned that Toyota of Pasadena had readjusted the brakes prior to his inspection. Following the last incident in November, your vehicle was inspected again, and he again found no problems with your vehicle.

However, based on the initial incident of October 12, 2009, as I advised you on the telephone, we would agree to repair the damage sustained to the rear of your vehicle. Both inspections revealed other unrelated damage to your vehicle which we will not repair.

You have expressed both to Javier Arroyo of Toyota of Pasadena and to me that you do not want your vehicle and want TMS to provide you with another vehicle. Unfortunately, we are not able to comply with that demand. Our offer is to repair the damage to the rear of your vehicle. I look forward to hearing from you.

Thank you for your cooperation and understanding.

Very truly yours,

Troy H. Higa
Claims Administrator

3600 E Foothill Blvd
PASADENA, CA 91107
Phone: 626 795-9787
Fax: 626 387-5633

TOYOTA OF PASADENA

Fax

RECEIVED
OCT - 7 2009
LEGAL DEPT.

To: Jaime Diaz **From:** Luis Gorocica

Fax: 310 381-6731 **Date:** October 5, 2009

Phone: 949 422-3665 **Pages:** 20 INC. COVER SHEET

Re: Case #09101078509 **CC:** [Click here and type name]

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

•**Comments:** Here is the information that you requested

452531

TOYOTA
DF PASADENA

3600 EAST FOOTHILL BLVD. PASADENA, CA 91107
(626) 795-9787
EPA NO. CAL000315950 BAR # AL169768
www.toyotaofpasadena.com

452531

452531

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99TOZ275	EXPRESS LUBE PLUS	MI	79.95	99TOZ115	L/O/F SPECIAL	MI	34.95
99TOZLOFSPEC	L/O/F SPEC	MI	34.95	00TOZ010K	10,000 SVC SPECIAL	MO	79.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/27/09	431123	6	53416	86936	I	12TOZR	REMOVE ALARM
				86936	I	12TOZG	REMOVE GPS
11/28/08	422586	5	53416	86936	I	12TOZCODE	CODE ALARM INSTALL
				86936	I	12TOZ	GUARDIAN TRACK GPS
11/26/08	422501	5	89025	30143	W	90TOZ	P.D.I.

SALESPERSON NO. 92671 ISABEL CAROLINE MORA

B O D Y

STATE REG# 4

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ AUTH APPROVAL #

CALL WHEN READY: ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE VIN: JTDBL40E89J[redacted]

YEAR/MAKE/MODEL: 09/TOYOTA/COROLLA/4DR SDN AT

[redacted]

ALHAMBRA, CA [redacted]

RE [redacted] BUSINESS PHONE

TIME RECEIVED: 05:01pm DATE/TIME PROMISED: 10/01/09 07:00pm PRIORITY: 2

E# 2ZRA277908 LABOR RATE

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	T91093		452531

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
98534		02/19/09	27		10/01/09

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BARCELO RED MET/A	2590	02/19/16	75,000	G90

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	TOZZ				2,579	98242	MIGUEL A. SANTIAGO

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED @ - *REBUILT PARTS

I hereby authorize the repair work to be done by you along with the necessary material and rubber repairs. I hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

X [redacted]

REVISED ESTIMATE

JOB

OPTIONAL CUSTOMER ESTIMATE: TOTAL

45999

X [redacted]

1 W 07TOZ1 MISC

CUSTOMER STATES/VEHICLE WONT STOP, AND ACCELERATES BY INSEFT WHILE DRIVING ADVISE..

PERFORMED ALL CHECKS OF BRAKE AND SFI SYSTEM ~~CLER~~ AS DIRECTED BY FTS. SEE ~~A~~ ATTACHED COPIES OF REPAIR MANUAL INSPECTIONS AND BASIC VEHICLE CHECKS. FOUND AIR IN FRONT BRAKE LINES. BLED BRAKES AND TEST DRIVE VEHICLE TO CONFIRM REPAIR.

op code 4664996

T, 38

T2 99

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

AUTHORIZED BY _____ DATE _____ TIME _____

ORIGINAL ESTIMATE	REVISED ESTIMATE	ADDITIONAL CHARGES
REASON		CONTACTED
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATED TOTAL INCLUDE SALES TAX	NO REVISED ESTIMATE	ADDITIONAL CHARGES
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

WAITING

Cust has to open 800 contact

contacted FTS Jaime Diaz @ 9:00 AM 10/2/09 for info on how to proceed - he is e-mailing a check list to go through to inspect vehicle

452531

0201J452531

HARD COPY

PAGE 1 OF 1

Reynolds and Reynolds (800)735-3648 C6552948 Q 2MM

VEHICLE

2009 TOYOTA COROLLA (1832)

JTDBL40E891[redacted]

SERVICE HISTORY

The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/28/2009	6	TOYOTA OF PASADENA-(04283)	ROSALES, R	0431123	-$488.50

Pay Type: INTERNAL (DEALER) PAY

Condition 1

Op Code Desc: REMOVE ALARM

REMOVE ALARM ~|~REMOVE THE ALARM SYSTEM ~|~PER SALES ~|~REMOVED THE CODE ALARM SYSTEM

SSC No. ----

Agreement ----

Pay Type: INTERNAL (DEALER) PAY

Condition 2

Op Code Desc: REMOVE GPS

REMOVE GPS ~|~REMOVE THE GPS SYSTEM AS PER SALES ~|~REMOVE PER SALES ~|~REMOVED THE GPS SYSTEM

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/28/2008	5	TOYOTA OF PASADENA-(04283)	ROSALES, R	0422586	$674.35

Pay Type: INTERNAL (DEALER) PAY

Condition 1

Op Code Desc: CODE ALARM INSTALL

CODE ALARM INSTALL ~|~INSTALL THE CODE ALARM AFTERMARKET ALARM SYSTEM ~|~AS PER SALES ~|~INSTALLED THE AFTERMARKET CODE ALARM SYSTEM

SSC No. ----

Agreement ----

Pay Type: INTERNAL (DEALER) PAY

Condition 2

Op Code Desc: GUARDIAN TRACK GPS

GUARDIAN TRACK GPS ~|~INSTALL GUARDIAN TRACK GPS - NEED SERIAL NUMBER (IMEI #) ~|~PREINSTALL GUARDIAN TRACK GPS ~|~INSTALLED GUARDIAN TRACK GPS 010969-00-002292-5

SSC No. ----

Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/28/2008	5	TOYOTA OF PASADENA-(04283)	MARMOLEJO, A	0422501	$74.70

Pay Type: WARRANTY PAY

Condition 1

Op Code Desc: P.D.I.

P.D.I. ~|~PERFORM PRE-DELIVERLY INSPECTION ~|~AS PER TOYOTA ~|~PRE-DELIVERLY INSPECTION COMPLETE, INSPECTION SHEET ATTACHED OP CODE 001013

SSC No. ----

Agreement ----

Disclaimer: The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.

Vehicle Diagnostic Report

2009 Corolla 2ZR-FE
JTDBL40E89J[redacted]

10/1/2009 5:30:23 PM

Health Check Results
All Systems(1 of 1)

System	Diagnostic Trouble Code(s)						
	Current	Pending	History				
Engine and ECT	0	0	0	-	Com	302A4200	Yes
Cruise Control	0	-	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
EMPS	0	-	0	-	-	-	-
Immobiliser	0	-	0	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
Main Body	0	-	0	-	-	-	-

Here are some Basic Brake Checks

Attach to the RO.

Date:
Page 1 of 6

Basic Information:

- REPAIR ORDER No: 452531
- Customer name: [redacted]
- Vehicle: 2009 COROLLA
- VIN: JTDBL40E89J[redacted]
- Date of inspection: 10/02/09
- Location of inspection: TOYOTA OF PASADENA
- Inspection starting miles: 2579
- Inspection final miles: 2590

TEST DRIVE RESULTS: FOUND BRAKE PEDAL FEELS LOW

Test drive on freeway speeds check for pulsation NONE.
Test drive on freeway speeds check for pulling NONE.
Test drive on streets speeds check for pulsation NONE.
Test drive on streets speeds check for pulling NONE.

Check for any abnormal noises when braking NONE.
Check for any wheel bearing noises while driving. NONE.

Additional Test drive to take snapshot of ASB/VSC data lists and snapshot for engine data list. DONE

Vehicle Diagnostic Report

2009 Corolla 2ZR-FE
JTDBL40E89J[redacted]

10/5/2009 11:03:20 AM

Data List
ABS/VSC/TRAC(1 of 1)

Time	06:33:996	**00:03:165**	00:30:144	**Frame:**	0	**76**	716

Note: 09 corolla low brake test drive

ABS Warning Light	OFF	
Brake Warning Light	OFF	
Stop Light SW	OFF	
Parking Brake SW	OFF	
FR Wheel Speed	61	MPH
FL Wheel Speed	61	MPH
RR Wheel Speed	61	MPH
RL Wheel Speed	61	MPH
Vehicle Speed	61	MPH
FR Wheel Acceleration	-3.13	m/s2
FL Wheel Acceleration	3.13	m/s2
RR Wheel Acceleration	3.13	m/s2
RL Wheel Acceleration	6.27	m/s2
FR Wheel ABS Ctrl Status	OFF	
FL Wheel ABS Ctrl Status	OFF	
RR Wheel ABS Ctrl Status	OFF	
RL Wheel ABS Ctrl Status	OFF	
RR Wheel EBD Ctrl Status	OFF	
RL Wheel EBD Ctrl Status	OFF	
Solenoid Relay	ON	
ECB Motor Relay	OFF	
ABS Solenoid (SFRH)	OFF	
ABS Solenoid (SFRR)	OFF	
ABS Solenoid (SFLH)	OFF	
ABS Solenoid (SFLR)	OFF	
ABS Solenoid (SRRH)	OFF	
ABS Solenoid (SRRR)	OFF	
ABS Solenoid (SRLH)	OFF	
ABS Solenoid (SRLR)	OFF	
FR Speed Open	Normal	
FL Speed Open	Normal	
RR Speed Open	Normal	
RL Speed Open	Normal	
Number of DTC	0	

SOME BASIC VEHICLE CHECKS

Date:
Page 2 of 6

DTC'S for ABS / VSC / BRAKE (Print out health Check & any codes)

- NONE
-

ABS / VSC / BRAKE WARNING INDICATOR LIGHT CHECK:

- Check indicators light up with key on and turn off after engine on. ✓

PARKING BRAKE PEDAL (PKB):

- Number of clicks: 6
- Indicator light (On / Off): ✓
- Pedal condition: GOOD

BRAKE FLUID:

- Fluid level GOOD
- Fluid quality: GOOD

BRAKE MASTER CYLINDER:

- Brake fluid leaks around outside of master cylinder: NONE
- Brake fluid leak at back seal of master leaking into booster? NO
- Master Cylinder push rod clearance (when applicable): GOOD

BRAKE CALIPERS:

- Check for seal leaks: NONE
- Caliper piston boots: GOOD
- Calipers seized / free to move: YES
- Notes:

BRAKE HOSES / LINES:

- Check for leaks: NONE
- No damage to any brake hoses or lines was noted.
- Notes:

BRAKE ACTUATOR (if applicable)

- Check physical condition: GOOD
- Check for any leaks: NONE
- Check for any bent or kinked lines: NONE

PARKING BRAKE CABLE:

- Condition / cable

FLOOR MATS (drivers):

- CLIPPED IN FACTORY MAT
- Check items under seats / back seat? NONE

SOME BASIC VEHICLE CHECKS

Date:
Page 3 of 6

FRONT BRAKE (DISC):

RIGHT FRONT PAD:

- Inner pad thickness = 10 mm.
- Outer pad thickness = 10 mm.
- Pad condition / OEM GOOD / OEM.
- Pad Shims GOOD.
- Pad wear indicators GOOD.

RIGHT FRONT ROTOR:

- Disc thickness = 22.06 mm.
- Disc runout = .001 in.
- Disc thickness variation (measured at six measurement points on the rotor):
  1) 21.99 mm
  2) 22.00 mm
  3) 21.97 mm
  4) 21.98 mm
  5) 21.98 mm
  6) 21.99 mm

  Disc Thickness variation = .03mm.

LEFT FRONT PAD:

- Inner pad thickness = 10 mm.
- Outer pad thickness = 10 mm.
- Pad condition / OEM GOOD / OEM.
- Pad Shims GOOD.
- Pad wear indicators GOOD.

LEFT FRONT ROTOR:

- Disc thickness = 22.03 mm.
- Disc runout = .000 in.
- Disc thickness variation (measured at six measurement points on the rotor):
  1) 21.94 mm
  2) 22.01 mm
  3) 22.03 mm
  4) 21.98 mm
  5) 22.06 mm
  6) 22.05 mm

  Disc Thickness variation = .12mm.

FRONT DISC SPECIFICATIONS

Disc standard thickness = 22 mm.
Disc minimum thickness = 19 mm.
Maximum disc runout = .00197 in. .05mm
Thickness variation specification = < 0.0008 in

FRONT PAD SPECIFICATIONS:

Standard thickness = 12.0 mm,
Minimum thickness = 1.0 mm.

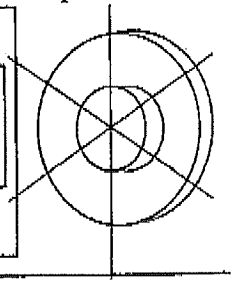
Disc thickness variation measurement example:

Measured:

1) 1.0585 in.
2) 1.0605 in.
3) 1.0605 in.
4) 1.0595 in.
5) 1.0585 in.
6) 1.0570 in.

1.0605in-1.0570=0.0035in which was highest – the lowest.

Disc Thickness variation = 0.0035 in.



SOME BASIC VEHICLE CHECKS

REAR BRAKE (DRUM):

RIGHT REAR SHOES:

- Primary shoe thickness = 5 mm.
- Secondary shoe thickness = 5 mm.
- Shoe to drum adjustment = GOOD.

WHEEL CYLINDER:

- Check for cylinder condition: GOOD.
- Check for cylinder leaks: NONE.

RIGHT REAR DRUM:

- Drum diameter = 228.7mm
- Drum shoe surface condition: GOOD.

LEFT REAR SHOES:

- Primary shoe thickness = 5 mm.
- Secondary shoe thickness = 5 mm.
- Shoe to drum adjustment = GOOD.

WHEEL CYLINDER:

- Check for cylinder condition: GOOD.
- Check for cylinder leaks: NONE.

LEFT REAR DRUM:

- Drum diameter = 228.7mm
- Drum shoe surface condition: GOOD.

REAR DRUM SPECIFICATIONS (obtain from RM).

Drum standard diameter = 228.6mm. (9.00in)
Drum minimum diameter = 229.6mm. (9.04in)

REAR SHOE SPECIFICATIONS (obtain from RM).:

Shoe standard thickness = 5.0 mm,
Shoe minimum thickness = 1.0 mm.

INSPECT BRAKE SHOE HAREWARE COMPONENTS

- Return Springs
- Parking brake lever
- Baking plate
- Shoe pivots

> GOOD

SOME BASIC VEHICLE CHECKS

BOOSTER CHECKS

- See the repair manual (print out) and do air leak / tightness check GOOD
- Remove booster to inspect OK
- Remove booster to inspect back of master cylinder OK

PUSH ROD CLERANCE (If applicable):

- See the repair manual: GOOD

BRAKE PEDAL *(Print out* repair manual section for these checks):

Pedal height measurements:

- Pedal height measured = 145 mm
- Pedal free play measured = 2 mm
- Pedal Reserve distance measured = 80 mm.

- *Brake pedal specifications (obtain from repair manual)*:
  - Pedal height = 141.4 mm to 151.4 mm.
  - Pedal free play = 1.0 to 6.0 mm.
  - Pedal reserve distance > 87 mm.

Brake pedal assembly inspection

- Pedal linkage components GOOD
- Pedal mounting: GOOD
- Pedal foot pad: GOOD
- Confirm no aftermarket alarm boxes interfere with brake pedal operation. NONE

AIR IN BRAKE LINES:

- Do brake lines feel as if air is in system? YES
- Check for any signs of previous repairs NONE

SOME BASIC VEHICLE CHECKS

Date:
Page 6 of 6

TIRES / WHEELS:

- Check that all tires and wheels factory size: P195/65R15.
- Notes / DOT numbers from tires:
  - LF = W2C6 AA7 3508
  - RF = W2C6 AA7 3508
  - RR = W2C6 AA7 3508
  - LR = W2C6 AA7 3508

- Check tire condition: GOOD.

- Tire pressures
  - LF = 34.
  - RF = 34.
  - RR = 34.
  - LR = 34.

SUSPENSION / DRIVETRAIN COMPMONENTS:

- Check suspension components for abnormality / leaks etc.
  NONE

- Left front wheel bearing wear / play GOOD
- Right front wheel bearing wear / play GOOD
- Left rear wheel bearing wear / play GOOD
- Right rear wheel bearing wear / play GOOD

- Remove all speed sensors form the hub and check the tips of the ABS wheel speed sensor;
  LF GOOD RF GOOD RR N/A LR N/A

- With speed sensors removed look into the bore and check the rotor (pick up for speed sensor) for any signs of rust
  LF GOOD RF GOOD RR N/A LR N/A

PREVIOUS BODY WORK

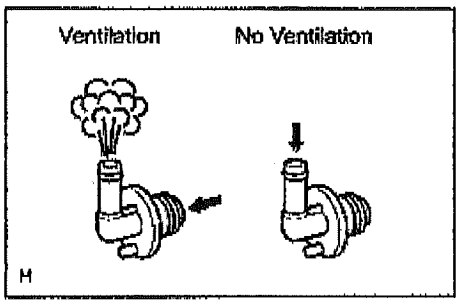
Under hood labels / VIN tags SCRAPES ON L/R WHEEL WELL AREA
FRONT VALANCE SCRAPED

Last Modified: 8-28-2008	5.1 G	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000002WLQ00IX
Title: BRAKE SYSTEM (OTHER): BRAKE BOOSTER: INSPECTION (2009 Corolla)		

INSPECTION

1. INSPECT BRAKE VACUUM CHECK VALVE ASSEMBLY

600 D



(a) Check that there is ventilation from the booster to the engine, and no ventilation from the engine to the booster. If the results are not as specified, replace the brake vacuum check valve assembly.

TOY-RQ-05D-00000855

Last Modified: 8-28-2008	5.1 D	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000000PDM06ZX
Title: 2ZR-FE ENGINE CONTROL: SFI SYSTEM: BASIC INSPECTION (2009 Corolla)		

BASIC INSPECTION

When a malfunction is not confirmed by the DTC check, troubleshooting should be carried out in all circuits considered to be possible causes of the problem. In many cases, by carrying out the basic engine check shown in the following flowchart, the location of the problem can be found quickly and efficiently. Therefore, using this check is essential when engine troubleshooting.

1.	**CHECK BATTERY VOLTAGE**	12.4

Carry out this check with the engine stopped and the ignition switch off.

Result:

RESULT	PROCEED TO
11 V or more	OK
Below 11 V	NG

NG ▶ **CHARGE OR REPLACE BATTERY**

OK ▼

2.	**CHECK WHETHER ENGINE CRANKS**	YES

NG ▶ **PROCEED TO PROBLEM SYMPTOMS TABLE**

OK ▼

3.	**CHECK WHETHER ENGINE STARTS**	YES

NG ▶ **GO TO STEP 6**

OK ▼

4.	**CHECK AIR FILTER**	CLEAN

(a) Visually check that the air filter is not excessively contaminated with dirt or oil.

TOY-RQ-05D-00000856

NG ▶ REPLACE AIR FILTER

OK ▼

5.	CHECK IDLING SPEED	670 RPMs

NG ▶ TROUBLESHOOT IDLING SPEED AND PROCEED TO NEXT STEP

OK ▼

6.	CHECK FUEL PRESSURE	- NOT DONE

NG ▶ TROUBLESHOOT FUEL PRESSURE AND PROCEED TO NEXT STEP

OK ▼

7.	CHECK FOR SPARK	GOOD

NG ▶ TROUBLESHOOT SPARK AND PROCEED TO NEXT STEP

OK ▶ PROCEED TO PROBLEM SYMPTOMS TABLE

TOY-RQ-05D-00000857

Last Modified: 8-28-2008	5.1 N	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000002W8X00AX
Title: BRAKE SYSTEM (OTHER): BRAKE PEDAL: ADJUSTMENT (2009 Corolla)		

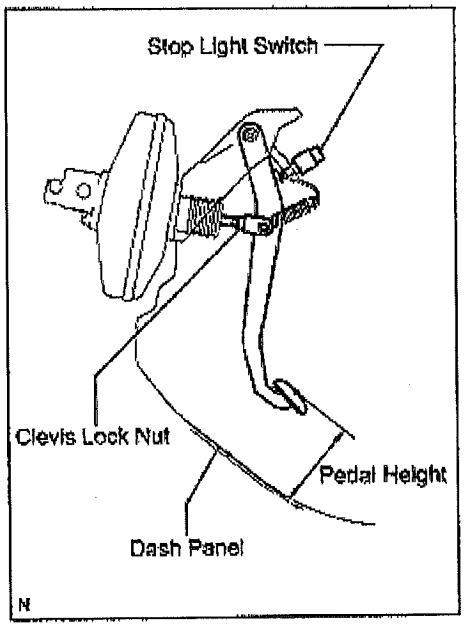
ADJUSTMENT

1. INSPECT AND ADJUST BRAKE PEDAL HEIGHT

(a) Check the brake pedal height.

(1) Turn back the carpet.

(2) Turn back the dash silencer from the slit provided on the dash silencer.



(3) Measure the shortest distance between the brake pedal surface and dash panel.

Pedal height from floor panel:
141.4 to 151.4 mm (5.57 to 5.96 in.)

(b) Adjust the brake pedal height.

(1) Disconnect the stop light switch connector.

(2) Remove the stop light switch assembly.

(3) Loosen the push rod clevis lock nut.

(4) Adjust the brake pedal height by turning the push rod.

(5) Tighten the push rod clevis lock nut.

Torque: 26 N·m (265 kgf·cm, 19 ft·lbf)

(6) Insert the stop light switch into the adjuster mounting until the switch body touches the brake pedal.

Do not depress the brake pedal.

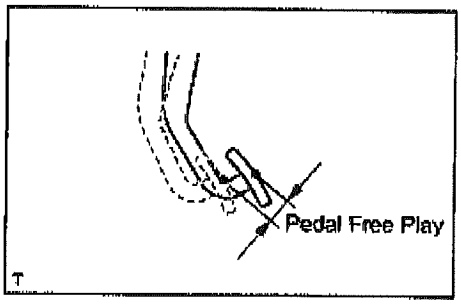
(7) Adjust the stop light switch [redacted].

(8) Connect the stop light switch connector.

2. INSPECT BRAKE PEDAL FREE PLAY

TOY-RQ-05D-00000858

(a) Stop the engine. Depress the brake pedal several times until no vacuum is left in the brake booster. Release the brake pedal.



(b) Depress the pedal until a slight resistance is felt. Measure the distance as shown in the illustration.

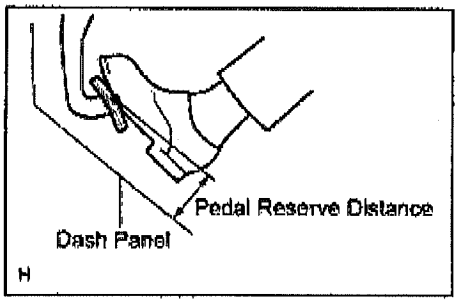
Pedal free play:
1.0 to 6.0 mm (0.0394 to 0.236 in.)

If the pedal free play is not as specified, check the stop light switch clearance [redacted]. If the pedal free play is as specified, proceed to the Inspect brake pedal reserve distance procedure.

3. INSPECT BRAKE PEDAL RESERVE DISTANCE

Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake lever.



(b) With the engine running, depress the brake pedal and measure the pedal reserve distance as shown in the illustration.

Pedal Reserve Distance from the Dash Panel at 294 N (30 kgf, 66 lbf):

	SPECIFIED CONDITION
w/ ABS	81 mm (3.19 in.)
w/ VSC	87 mm (3.43 in.)

If the distance is not as specified, troubleshoot the brake system [redacted].

TOY-RQ-05D-00000859

Last Modified: 8-28-2008	5.1 G	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000001CZB00TX
Title: 2ZR-FE ENGINE CONTROL: THROTTLE BODY: ON-VEHICLE INSPECTION (2009 Corolla)		

ON-VEHICLE INSPECTION

1. INSPECT THROTTLE BODY ASSEMBLY

(a) Check for throttle control motor operating sound.

(1) Turn the ignition switch to ON.

(2) When depressing the accelerator pedal, check the operating sound of the motor. Make sure that no friction noises are emitted from the motor. If any friction noise exists, replace the throttle body assembly.

(b) Check the throttle position sensor.

(1) Connect the Techstream to the DLC3.

(2) Turn the ignition switch to ON.

(3) Turn the Techstream on.

(4) Enter the following menus: Powertrain / Engine and ECT / Data List / Throttle Position.

(5) When the throttle valve is fully opened, check that the value of "Throttle Pos. Sensor Output." is within the specification.

Standard Throttle Valve Opening Percentage:

TESTER DISPLAY	STANDARD VALUE
Throttle Pos. Sensor Output	60% or more OK

NOTICE:

- When checking the throttle valve opening percentage, the shift lever should be in N.
- Fully depress the accelerator pedal.

If the percentage is less than 60%, replace the throttle body assembly.

REMOVE INTAKE HOSE AND VIEW PHYSICAL MOVEMENT OF THROTTLE PLATE - ACTIVE TEST AND SOMEONE STEPPING ON PEDAL

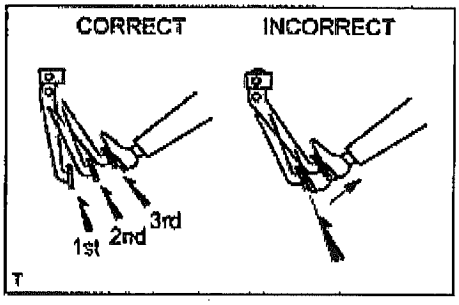
TOY-RQ-05D-00000860

Last Modified: 8-28-2008	5.1 G	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000002WLT00DX
Title: BRAKE SYSTEM (OTHER): BRAKE BOOSTER: ON-VEHICLE INSPECTION (2009 Corolla)		

ON-VEHICLE INSPECTION

1. INSPECT BRAKE BOOSTER ASSEMBLY

(a) Airtightness check



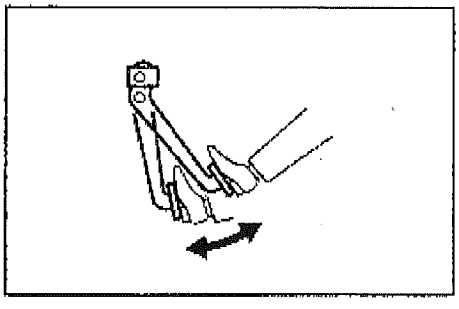
(1) Start the engine and stop it after 1 or 2 minutes. Slowly depress the brake pedal several times.

If the pedal can be depressed to the floor the first time, but on the 2nd and 3rd times cannot be depressed as far, the booster is airtight. ✓ GOOD

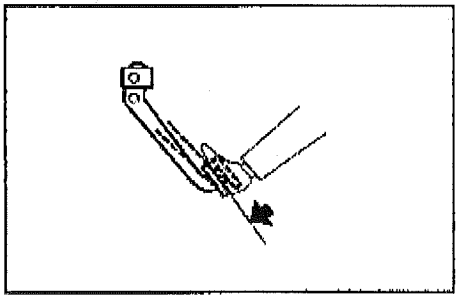
(2) Depress the brake pedal while the engine is running, and stop the engine with the brake pedal depressed.

If there is no change in the pedal reserve distance while holding the pedal for 30 seconds, the booster is airtight. ✓ GOOD

(b) Operation check



(1) Depress the brake pedal several times with the ignition switch off and check that there is no change in the pedal reserve distance when the pedal is depressed.



(2) Depress and hold down the pedal, and start the engine.

If the pedal goes down slightly, operation is normal. GOOD

TOY-RQ-05D-00000861

Last Modified: 8-28-2008	5.1 G	**From:** 200712
Model Year: 2009	**Model:** Corolla	**Doc ID:** RM000000V3300WX
Title: BRAKE SYSTEM (OTHER): BRAKE MASTER CYLINDER: INSPECTION (2009 Corolla)		

INSPECTION

1. INSPECT AND ADJUST BRAKE BOOSTER PUSH ROD

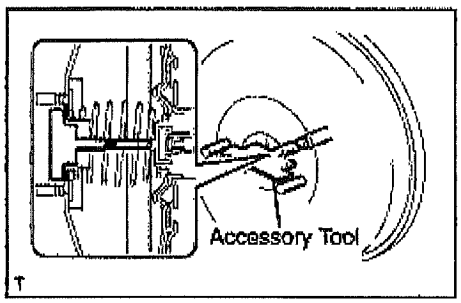
Make an adjustment with no vacuum in the brake booster assembly. (Depress the brake pedal several times with the engine stopped.)

HINT:

- Adjustment of the brake booster push rod is required when the brake master cylinder sub-assembly is replaced with a new one.
- Adjustment is not necessary when the removed brake master cylinder sub-assembly is reused and the brake booster assembly is replaced with a new one.

(a) Apply chalk to the tip of the accessory tool.

An accessory tool is enclosed with a new brake master cylinder sub-assembly.



(b) Place the accessory tool on the brake booster assembly.

(c) Measure the clearance between the brake booster push rod and accessory tool.

Standard clearance:
0 mm (0 in.) OK

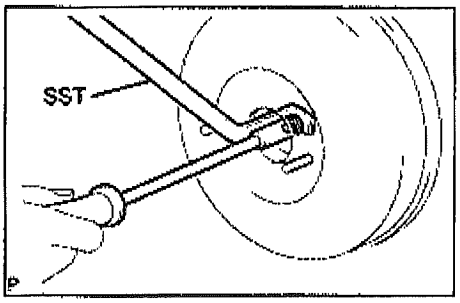
Adjust the clearance in the following cases:

- If there is a clearance between the accessory tool and the shell of the brake booster (floating accessory tool), the push rod is protruding too far.
- If the chalk does not stick on the tip of the brake booster push rod, the push rod protrusion is insufficient.

(d) If the clearance is not as specified, adjust the push rod length by holding the rod using SST and turning the tip of the rod using a socket driver (7 mm).

SST: 09737-00020

TOY-RQ-05D-00000863



Check the push rod clearance again after adjustment.

TOY-RQ-05D-00000864

EASTERN REGION

[redacted]

TOY-RQ-05D-00000865

Case Activity Report

Case # : 0910101277 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Lexus **Case/Activity Last Updated :** 10/13/2009 11:36:54 AM

Case Title : PRODUCT ; ABNORMAL CONDITION ; FLOOR MATS- INTERIOR ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBJ46G292[redacted]
MODEL YR. :	2009
MODEL :	ES 350
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	63105 RALLYE LEXUS
DOFU :	03/13/2009
CURRENT MONTHS :	6
CURRENT MILES :	11900
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	ROTOLAK
CREATED DATE :	10/1/2009 10:14:16 AM
CREATED BY :	KIYANA
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	10/13/2009 11:36:54 AM
CLOSED BY :	ROTOLAK
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	63105 RALLYE LEXUS
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-FIUM1	10/1/2009 10:10:22 AM / Call - Inbound	Done	RICCIG / E-Team Rep	Cust sts he owns a 2009 ES 350. Cust sts that he was driving of the Long Island exress way 09/30/2009 at 8:30 a.m. Cust sts that the veh accelerated unintentionally. Cust sts that he was able to swrive between veh. Cust sts that he placed the veh in reverse which slowed the veh down. Cust sts that he was able to pull the veh over. Inquired if there was any damage to the veh or any injuries. Cust sts that there were no physical injuries however due to his			10/6/2009 07:51:37 AM

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TOY-RQ-05D-0000866

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				mental state he had to miss work 09/30/2009 and 10/01/2009. Cust sts that beside damage to the engine or brakes from forcing the veh into reverse there is no additional damage. Cust sts that veh had no floormats hooks. Cust sks to have his veh bought back and will not accept any other resolution. Adv cust that LCS is happy to rvw however the rvw process can take 4-6 weeks. Cust sts that is unacceptable and sks to have response he is looking for in 2 b/d. Adv cust that LCS will be unable to rvw his request in 2 b/d however will make note of his request. Cust sts that he will pursue legal means if resolution is not provided in 2 b/d. Per sup fwd case to dept specialist for buyback rvw.			
1-FM8E3	10/1/2009 06:43:28 PM / Call - Outbound	Done	CRISSP / COT Supervisor	Spoke with customer whom reiterated previous series of events, customer also states he will not pick up vehicle, he wants vehicle repurchased. States vehicle is not safe and dealer is responsible. states floor mats do not have hooks at all. States he is not responsible for any damages caused by the events of coming to a stop, and states he has contacted NSTHA to file a formal compliant. I apologized to customer and asked for an opportunity to look into matter further. Customer agreed, however he stated he has already stated his demands. I advised the I will follow up with him on within next business day.			10/1/2009 06:56:41 PM
1-FM8IP	10/1/2009 06:57:11 PM / Request Action	Done	RICCIG / E-Team Rep	Please contact dlr and/or area for vehicle inspection status.			10/2/2009 07:37:32 AM
1-FNLPL	10/2/2009 07:37:36 AM / Call - Outbound	Done	RICCIG / E-Team Rep	Clld dlr and lft a v/m for Andrew Jones SM.			10/2/2009 08:24:26 AM
1-FNLPP	10/2/2009 08:24:32 AM / Call - Inbound	Done	RICCIG / E-Team Rep	Spk w/ SM Andrew Jones who adv that cust dropped off the veh and cust claims the veh accelerated on its own and he had to put the veh into reverse to stop. SM adv per inspection that the front brakes were damaged as a result. SM adv that one of the floor mat clips was missing and that the floor mat was not correctly installed. SM adv that photos were taken and forwarded to the area office. Cust is currently in a loaner veh.			10/2/2009 08:53:56 AM
1-FNM76	10/2/2009 03:16:45 PM / Call - Outbound	Done	RICCIG / E-Team Rep	I clld cust and adv that I was calling on behalf Paulette Criss. I empathized with the cust for all that he had been through and adv him the PCriss would be following up w/ him on Tues. Cust thanked me for the call.			10/2/2009 03:19:55 PM
1-FZK6V	10/6/2009 07:51:44 AM / Call - Inbound	Done	RICCIG / E-Team Rep	Spk w/ Carole Hargrave TMS legal, who adv that case needs to go to legal so they can set up an inspection of the veh.			10/6/2009 07:52:49 AM

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TOY-RQ-05D-00000867

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-G1T24	10/6/2009 03:23:17 PM / Call - Inbound	Done	RICCIG / E-Team Rep	Cust clld and adv that he has contacted the Attorney Generals office and NHTSA and will hire an atty depending on how Lexus handles his concern. I adv cust that our legal dept has requested an inspection of his veh which can take up to 60 days after which time he will be contacted by TMS legal. Cust thanked me for the f/u call.			10/7/2009 09:27:32 AM

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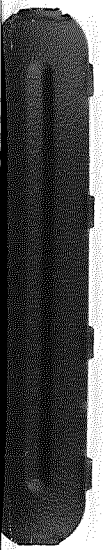
TOY-RQ-05D-00000868

[redacted]

2010-01-48542
CLAIM



TOY-RQ-05D-00000869

Case Activity Report

Case # : 0910122290 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Toyota **Case/Activity Last Updated :** 11/3/2009 01:42:12 PM

Case Title : PRODUCT ; FCRP ; FLOOR MATS- INTERIOR ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTMHY05J685[redacted]
MODEL YR. :	2008
MODEL :	LAND CRUISER
GRADE :	4x4 Wagon V8
MODEL NUMBER :	6156
ENGINE :	3UR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	42295 PAT LOBB TOYOTA OF MCKINNEY
DOFU :	03/21/2008
CURRENT MONTHS :	19
CURRENT MILES :	30000
INCIDENT MILES :	30000
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	A50F_DLP0096
CREATED DATE :	10/14/2009 08:40:59 AM
CREATED BY :	HARRIST1
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	11/3/2009 01:42:12 PM
CLOSED BY :	A50F_DLP0096
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	42295 PAT LOBB TOYOTA OF MCKINNEY
REGION CODE - NAME :	60 - GST
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-GY7HM	10/14/2009 08:23:58 AM / Call - Inbound	Done	HARRIST1 / Tier 2A Rep	Caller States: Owns 8 Toyota's, this is his 7th Land cruiser. Sts he stacked all weather Toy mats on top of the carpeted mats & they were un-securable w/ clips. Had a runaway exper 10/11/09 in the rain. He drove & his wife sat in the pass seat. While entering the freeway the veh took off at 80-90 mph & did not respond to the gas pedal. The eng would not stop. Slammed on the brakes for ½ mile to get the veh to 30 mph. He pulled off to the shoulder, but the veh			10/14/2009 08:53:18 AM

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TOY-RQ-05D-00000870

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				would not cut off. Slammed to neutral, the eng was at 7k rpm. Veh was almost uncontrollable. The brakes smoked causing the front end to smoke. The eng would not cut off until the veh was in park. Event lasted 1 ½ minutes. Brought to Toy dlr. Dlr advd mechanically the mats did not cause an interference b/c they didn't block passage under the accelerator pedal. Sts if his wife or kids drove, it would have been a different outcome. Dlr advd the brakes may need to be rplcd. Requested dlr to re-diagnose. Dlr advd the veh would be ready for p/u 10/16/09. Sts perhaps the mat got pushed back. Sts he is also aware the Land cruisers are not involved in the floor mat safety advisory. SM Bob Wunderlich will check the trans, eng & crusie control. No prev accidents.			
1-GY7KM	10/14/2009 08:53:20 AM / Call - Inbound	Done	HARRIST1 / Tier 2A Rep	His wife refuses to drive this veh but it's hers. He needs to convince his wife this veh is okay & he needs Toyota's help to do that. He would like someone to call her. The veh acted like it the accelerator was stuck. Worn seatbelt: Yes What failed: He fls a stuck cable under the hood Warning Lights: The tire pressure light & cruise control light was on but not engaged. Hit the button to take the cruise off but the veh kept going. NCR apol & advd will fwd to a case mgr for c/b w/in 1 b/d. NCR advd of case #. Cllr thanked.			10/14/2009 08:55:12 AM
1-HB61Z	10/15/2009 02:31:35 PM / Call - Outbound	Done	MORSEN / Tier 2B Rep	===OUTGOING CALL TO SHARON REED (972) 977-8376=== 10/15/2009 2:31 PM CM called Customer, left V/M on day number, provided Customer with case manager contact info 800-331-4331 ext 73824, & office hours 6:00 am-2:30 pm Monday, Tuesday, Thursday, Friday and Wednesday 5:00 am - 1:30 pm pacific standard time. 10/15/2009 2:31 PM			10/15/2009 02:31:43 PM
1-HB624	10/15/2009 02:31:52 PM / Call - Inbound	Done	MORSEN / Tier 2B Rep	===INCOMING CALL FROM DAVID REED (972) 359-1760=== 10/19/2009 7:39 AM CM spoke with customer who advised that the vehicle got away from him and accelerated on its on. He states that he had to stand on the brakes to stop the vehicle. The dealer has advised that the floor mats have caused the concern. Customer states that he		10/19/2009 02:32:00 PM	10/19/2009 07:50:16 AM

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TOY-RQ-05D-00000871

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				has 8 Toyota's. Customer states vehicle reached speeds of 90-100 MPH. Customer states now the disc's are brittle because they got hot. He states that he had to put the vehicle in neutral. Customer states that the dealer is waiting on approval from Toyota before they can move forward. CM advised that I will look into the concern and follow up with customer in 3 b/d. 10/19/2009 7:50 AM			
1-HD2AD	10/16/2009 12:57:45 PM / Call - Inbound	Done	MORSEN / Tier 2B Rep	cllr sts would like to speak with CM on case. cllr sts CM is N. Morse. sts would like to be contacted on phone number (469) 879-8359. ncr apol & thanked. ncr adv cust that note would be taken and forwarded. ncr adv rep was unavail (via sametime). ncr adv 1 b/d c/b. cllr thanked.			10/19/2009 07:39:03 AM
1-HHF2H	10/19/2009 07:50:52 AM / Call - Outbound	Done	MORSEN / Tier 2B Rep	FCRP ===OUTGOING CALL TO DAVID REED (469) 879-8359=== 10/20/2009 12:28 PM CM spoke with customer who advised that he has not filled a claim because there was no accident only a potential accident. CM advised that I will forward the case and customer will receive a call back in 4 b/d. 10/20/2009 12:31 PM		10/22/2009 07:51:00 AM	10/20/2009 12:31:47 PM
1-HHF2M	10/19/2009 07:51:14 AM / Call - Outbound	Done	MORSEN / Tier 2B Rep	===OUTGOING CALL TO PAT LOBB TOYOTA/MCKINNEY (214) 544-8696=== 10/20/2009 12:23 PM CM spoke SM Jerry who advised that the customer is aware of the floor matt concern and that his vehicle is not one of the affected vehicles. He states that the customer has all weather floor mats and the mats were stacked and not pinned down. He states that the warped the brake rotors trying stop. He states that he was instructed by Lon Plumpton not to touch the vehicle. 10/20/2009 12:27 PM		10/20/2009 07:51:00 AM	10/20/2009 12:27:54 PM
1-I7538	10/26/2009 07:49:17 AM / Request Action	Done	MORSEN / Tier 2B Rep	Request info as to why this has been assigned FCRP? There was no accident. GST has spoken with Pat Lobb Svc Mgr who has explained that matts were removed from driver's side of the vehicle and that there is nothing for an FTS to inspect. There is no way to determine if mats were the cause of the concern experienced by Mr. Reed.			10/27/2009 08:27:48 AM

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TOY-RQ-05D-00000872

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Mr. [redacted] has already stated that he (the customer) dbl stacked his mats. GST DSPM Lon Plumpton has reviewed case with Svc Mgr. GST agrees with the DSPMs decision that this is not a warrantable concern. GST requesting case closure, or for Case Mgr to explain reasoning behind the FCRP request.			
1-IHAKU	10/27/2009 08:27:51 AM / Research	Done	A50F_DLP0096 / CRA	CM spoke with Carole Hargrave who advised that the vehicle still needs to inspected since the customer states that the vehicle accelerated on it's own and customer was not able to stop the vehicle.	GST left VM with Dlr SM, requesting ROs be faxed to GST. Once documents are received, GST will advise FTS of case and will contact cust to schedule FCRP.	10/28/2009 08:29:00 AM	10/27/2009 02:21:09 PM
1-IH9CD	10/27/2009 02:21:15 PM / Request Action	Done	A50F_DLP0096 / CRA	Schedule FCRP.	FTS Inspection scheduled for November 4, 2009 at 11:00 at Pat Lobb Toyota.		11/3/2009 01:41:59 PM
1-ILYMR	10/27/2009 02:22:53 PM / Request Action	Done	MORSEN / Tier 2B Rep	Nichole please assign 1-IH9CD to A50F_DLP0096. Thanks			10/28/2009 05:45:21 AM
1-ILIA6	10/28/2009 12:58:55 PM / Notes	Done	A50F_DLP0096 / CRA	GST, CM Donna Plocek called Mr. Reed. Gave cust several dates to choose from for FRCP insp. Cust will call back to schedule the FCRP. ***Customer Comments*** Cust wanted to reiterate that he had the Cruise Control engaged and that the green light was on the dash. States that while the floor mat was "up there" there was clearance and the floor mat did not cause interference with the gas pedal. Cust states that he was able to depress the accelerator to the floor and let go. Accelerator would rebound with a "thunk" but vehicle continued to accelerate from 20 mph to 90mph. Cust states he had to put both feet on the brake pedal, and put veh in Neutral in order to get vehicle to stop. Once the veh was stopped and in Neutral the veh continued to rev between 6,000 to 7,000 rpms. Cust strongly feels that this is not a floormat concern, but was the result of a mechanical failure. Cust asked GST to inspect for all possibilities. States wife is scared to drive veh.			10/28/2009 01:07:22 PM

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TOY-RQ-05D-00000873

TOYOTA

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

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

December 24, 2009

[redacted]
ALLEN TX [redacted]

Re: Date of Loss: October 11, 2009
Vehicle: 2008 Toyota Land Cruiser
VIN: JTMHY05J685[redacted]

Dear Mr. [redacted]

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

You reported that while you were driving the vehicle it suddenly accelerated on its own and you were unable to stop it for some time, after which you were able to place the transmission into Neutral. You felt that this was due to an issue with the throttle of your vehicle.

Your vehicle's throttle, throttle linkage and related components were inspected and found operating as designed, within factory specifications. Furthermore, a road test was conducted and no abnormal conditions were present.

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

Thank you for your attention and understanding.

Very truly yours,

Troy H. Higa
Claims Administrator

[redacted]

2009-11-48046
CLAIM

TOY-RQ-05D-00000875

Case Activity Report

Case # : 0910127798 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Lexus **Case/Activity Last Updated :** 10/29/2009 07:03:11 AM

Case Title : PRODUCT ; ACCIDENT/FLOOD DAMAGE ; FLOOR MATS- INTERIOR ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBA30G055[redacted]
MODEL YR. :	2005
MODEL :	ES 330
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	3MZ
TRANSMISSION :	5ECTI
SELLING DEALER CODE & NAME :	63105 RALLYE LEXUS
DOFU :	02/28/2005
CURRENT MONTHS :	56
CURRENT MILES :	39427
INCIDENT MILES :	
CERTIFIED :	Yes

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	RYANL
CREATED DATE :	10/16/2009 02:32:24 PM
CREATED BY :	BRUNOE
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	10/29/2009 07:03:11 AM
CLOSED BY :	RYANL
CLOSER'S GROUP :	Field

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	63105 RALLYE LEXUS
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-HD7J9	10/16/2009 02:26:45 PM / Call - Inbound	Done	HARGRAC / Legal Team	Cust sts that his wife was driving the vehicle and was in an accident b/c of the floor mats in her veh. Cust sts that he understands that his veh does not fall under the safety advisory, but that he wants Lexus to look into this concern. Cust sts that his wife recalls that the floor mats were unsecured. Cust sts that the dlr has inspected the veh today. LCS apol for the accident and adv cust that although his vehicle does			10/19/2009 08:11:53 AM

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

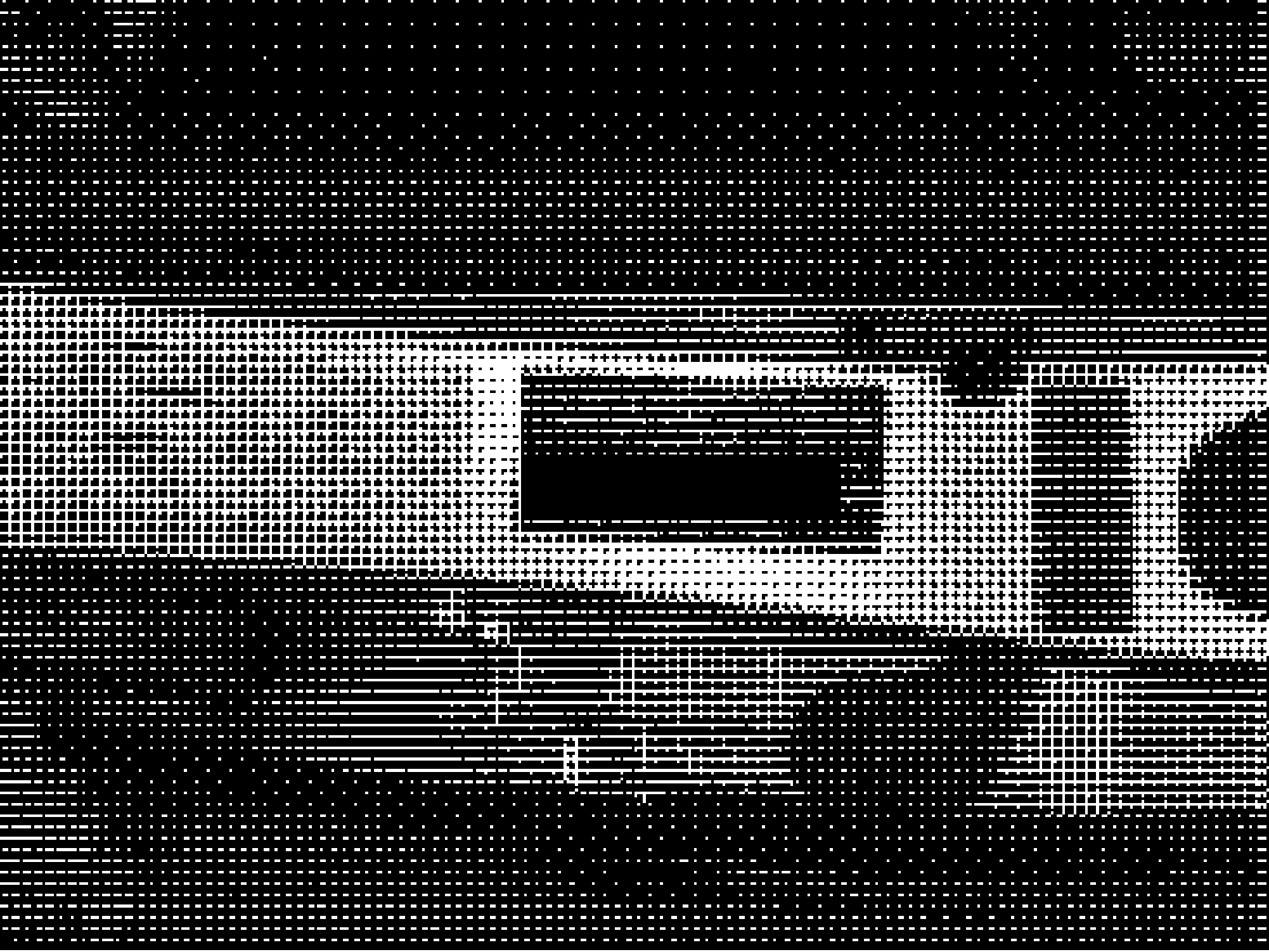
TOY-RQ-05D-00000876

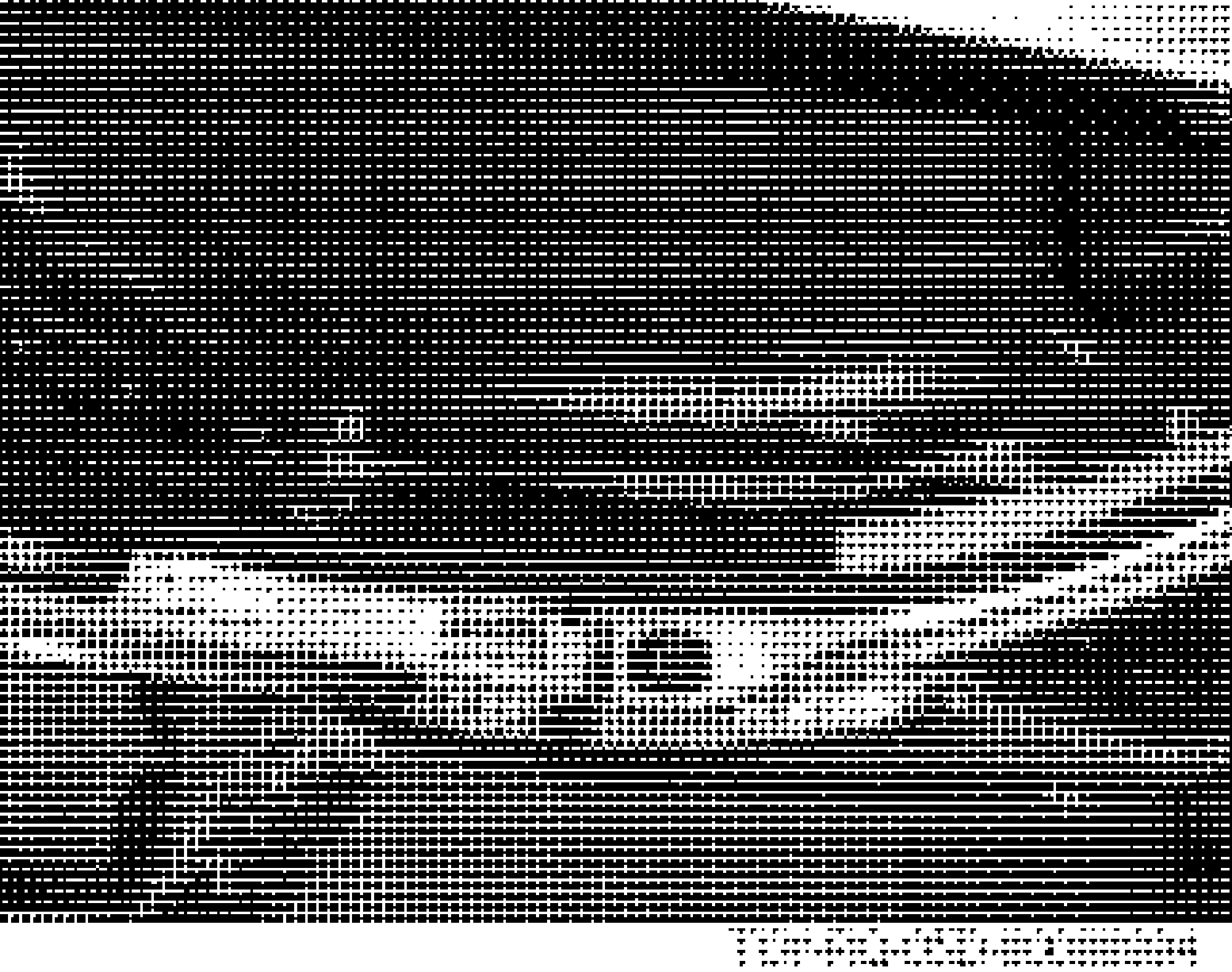
Case Activity Report

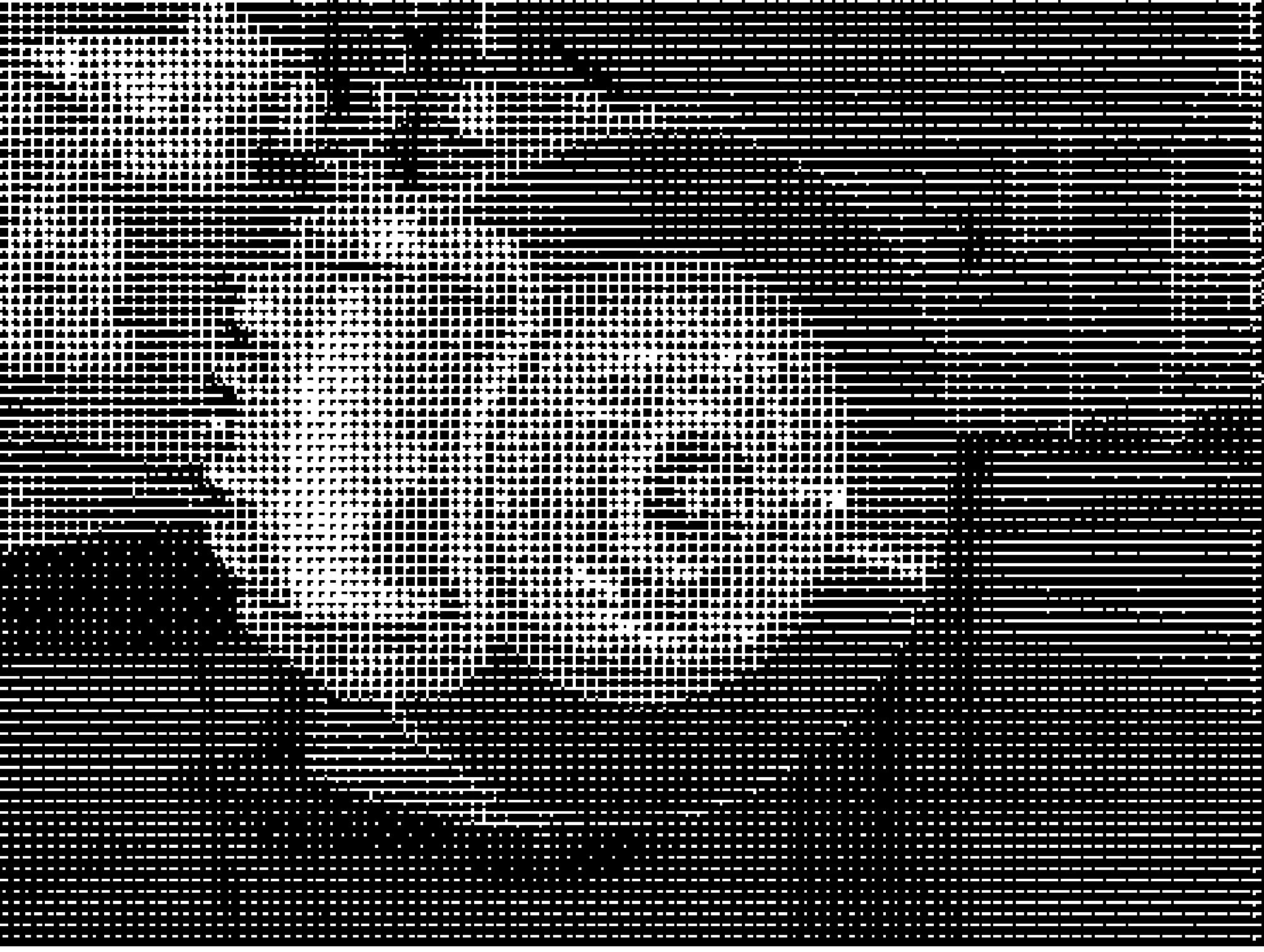
ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				not fall under the safety advisory, that we are recommending our customers remove any removable drivers floor mats and to never double up floor mats if they feel that they are any kind of a concern. LCS also adv cust that I could forward his request to our Legal dept who should be able to f/u for an initial contact between 3-5 b/d. Cust thanked. LCS thanked.			
1-IRCIL	10/29/2009 06:48:24 AM / Inspection	Done	RYANL / CSA	The customer requested an inspeciton.	The veh was inspected on 10/28/09 by the Area FTS. The report and photos have been forwarded to TMS Legal for a response to the customer.		10/29/2009 06:50:13 AM

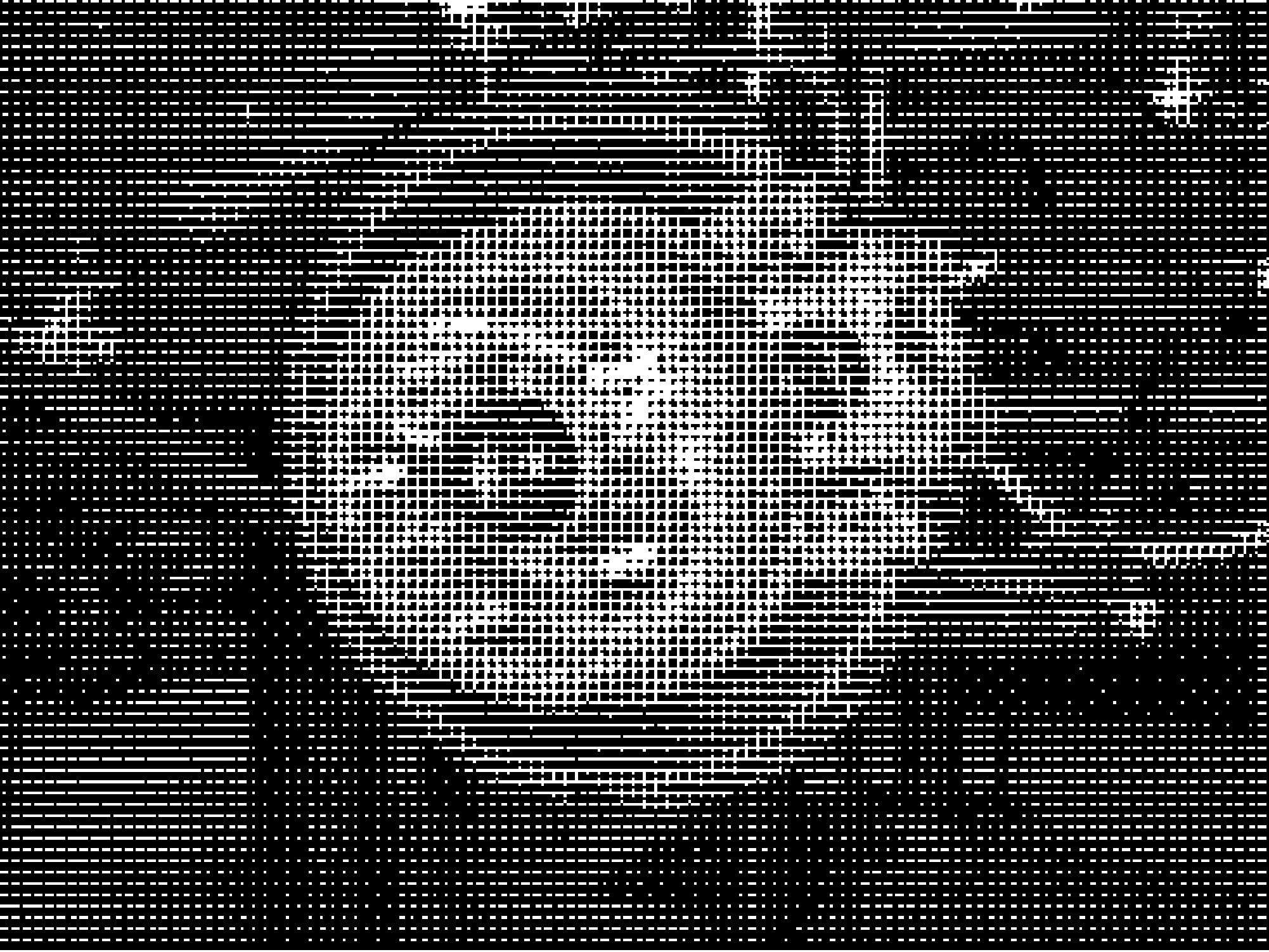
This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOY-RQ-05D-00000877









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

November 5, 2009

[redacted]
East Meadow, NY [redacted]

RE: Date of Loss: Unknown
Vehicle: 2005 Lexus ES
VIN #: JTHBA30G055[redacted]

Dear Mr. [redacted]:

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

It is our understanding that your wife was operating the vehicle and was in an accident and she feels that it is a result of a manufacturing defect with the floor mat.

The throttle and braking system in the vehicle were inspected and tested and found to be in proper working order. The fact that your vehicle is not included in the current Safety Service Campaign involving the floor mats/ unintended acceleration would indicate that this incident was not the result of this issue.

We are very sorry about this most unfortunate incident however our inspection of your vehicle found that it was in proper working order and it is not apart of the current Safety Service Campaign.

Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

FILE START

Allstate
You're in good hands.
Roanoke National Subrogation Claim Cntr
3800 ELECTRIC ROAD, SUITE 301
ROANOKE VA 24018

RECEIVED
JAN - 5 2010
LEGAL DEPT.

TOYATO HEADQUARTERS
19001 S WESTERN AVE
TORRANCE CA 90501-1106

December 24, 2009

OUR INSURED: [redacted]
ADDRESS: [redacted]
NEW YORK , NY [redacted]

CLAIM NUMBER: [redacted]
LOSS DATE: November 13, 2009
AMOUNT OF LOSS: $2,682.50

Please accept this letter as notice of our intent to pursue our subrogation rights. Subrogation is an insurance carrier's right to recover payment from a party, other than the named insured, that is responsible for causing the loss.

Our investigation has determined that on the above date our insured's property sustained damage as result of your actions which are detailed below.

CAUSE OF LOSS: CLMT LOST CONTROL AND HIT OUR INSURED'S PROPERTY

To assist you in processing your claim, we have included the information as indicated.

- Damage Estimate Checks

Upon review of the attached information, please forward payment for the above loss amount to: Allstate Payment Processing Center, P.O. Box 650271, Dallas, TX 75265-0271 Please include our claim number on your payment.

Thank you for your cooperation and immediate attention to this request.

Sincerely,

TONYA JEWELL

TONYA JEWELL
800-776-2615 Ext. 5044
Allstate Indemnity Company

FAX# 866-547-5534

ATTENTION: MELISSA HESS

FROM: DR. [redacted]

Allstate

[redacted]

11-21-'09 17:15 FROM- T-924 P0001/0010 F-054

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500 1 Case Closed: Yes / No — Reportable Crash: Yes / No — Page 1 — Crash Number P 1174115

Police Agency Data

Incident Number: 0 9 0 9 3 7 2 — Police Agency: 3 9 3 0 4 — Patrol Zone: 2 0 3

Agency Name: ALLENTOWN POLICE — Precinct: 425 HAMILTON — Investigation Date (MM-DD-YYYY): 1 1 - 1 3 - 2 0 0 9

Dispatch Time (mil): 0 8 5 0 — Arrival Time (mil): 0 8 5 0 — Investigator: BAUHM — Badge Number: B 7 2 2 0

Reviewer: [signature] 8-6-12 — Badge Number: 1 4 9 — Approval Date (MM-DD-YYYY): 1 1 - 1 9 - 2 0 0 9

Crash Data

County: 3 9 — County Name: LEHIGH — Municipality: 3 0 1 — Municipality Name: ALLENTOWN

Crash Date (MM-DD-YYYY): 1 1 - 1 3 - 2 0 0 9 — Crash Time (mil): 0 8 4 9 — No of Units: 0 4 — People: 0 4 — Injured: 0 2 — Killed*: 0 0 — *If > 00 complete Form F

Day of Week: Sun / Mon / Tue / Wed / Thu / Fri / Sat / Unk

Workzone (If Yes, Complete Form M, Section Z9): Yes / No — School Bus Related: Yes / No — School Zone Related: Yes / No — Notify PENNDOT Maintenance: Yes / No

Crash Type

Intersection Type: Midblock / 4 Way Intersection / "T" Intersection / "Y" Intersection / Traffic Circle/ Round About / Multi-Leg Intersection / On Ramp / Off Ramp / Crossover / Railroad Crossing / Other

*Special Location: 0 0 — * See Overlay

Principal Road

Route Number: — Segment (Optional): — Travel Lanes: 2 — Speed Limit: 2 5

Street Name: F I F T E E N T H — Street Ending: S T — Orientation: North / South / East / West / Unknown

House Number (If applicable): — For Mid-block crashes only, Use postal House Number and make sure Principal Roadway Street Name is filled in if using this option

Route Signing: Interstate (Not Turnpike) / Turnpike (East/West) / Turnpike Spur / State Highway / County Road / Local Road or Street / Private Road / Other/ Unknown

Intersecting Road (Use for Intersection Crashes)

Route Number: — Segment (Optional): — Travel Lanes: — Speed Limit: —

Street Name: — Street Ending: — Orientation: North / South / East / West / Unknown

Route Signing: Interstate (Not Turnpike) / Turnpike (East/West) / Turnpike Spur / State Highway / County Road / Local Road or Street / Private Road / Other/ Unknown

Distance From Landmark

Use For Mid - Block Crashes: Please Enter Information for BOTH Landmarks if Using This Option

Landmark 1: Intersecting Rt Num Or Mile Post: — Or Segment Marker: — Or Intersecting Street Name: R U S S E L L — St Ending: S T — Ramp Use Only: North / South / East / West

Landmark 2: Intersecting Rt Num Or Mile Post: — Or Segment Marker: — Or Intersecting Street Name: T U R N E R — St Ending: S T — Ramp Use Only: North / South / East / West

Feet: — Or Miles: — Distance From Crash Scene to Landmark 1 (For Crash between Landmark 1 and Landmark 2)

GPS

Latitude: Degrees / Minutes / Seconds — Longitude: — Degrees / Minutes / Seconds

TCD

Traffic Control Device: Not Applicable / Flashing Traffic Signal / Traffic Signal / Stop Sign / Yield Sign / Active RR Crossing Controls / Passive RR Crossing Controls / Police Officer or Flagman / Other Type TCD / Unknown

TCD Functioning: No Controls / Device Not Functioning / Device Functioning Improperly / Device Functioning Properly / Emergency Preemption Signal / Unknown

Lane Closure

Lane Closed (If "Not Applicable", skip rest of the Lane Closure section): Not Applicable / Partially / Fully / Unknown

Lane Closure Direction: North / South / East / West / North and South / East and West / All (N,S,E,W)

Traffic Detoured: Yes / No / Unknown

Est. Time Closed: < 30 Min. / 30-60 Min. / 1-3 hrs / 3-6 hrs / 6-9 hrs / > 9 hours / Unknown

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TOY-RQ-05D-00000893

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500.2

Police Use Only 09099372

Page: 2

Crash Number P 1174115

Unit Info

Type Unit: (●) Motor Vehicle in Transport; ( ) Hit & Run Vehicle; ( ) Illegally Parked; ( ) Legally Parked; ( ) Non - Motorized; ( ) Pedestrian; ( ) Pedestrian on Skates, in Wheelchair, etc; ( ) Disabled From Previous Crash; ( ) Train; ( ) Phantom Vehicle

Commercial Vehicle: ( ) Yes (●) No (If Yes, Complete Form C)

(If "Pedestrian" or "Pedestrian on Skates, in Wheelchair, etc", Complete Form M, Section 28)

Vehicle Driver / Pedestrian Information

Unit No: 1

First Name: [redacted] MI: Date of Birth (MM-DD-YYYY): [redacted]

Delete? ( )

Last Name: [redacted] Telephone Number:

Address / City / State: [redacted] PA Zip: [redacted]

Driver License Number: [redacted] State: PA Class: C

Alcohol/Drugs Suspected: (●) No; ( ) Alcohol; ( ) Illegal Drugs; ( ) Alcohol and Drugs; ( ) Medication; ( ) Unknown

Driver or Pedestrian Physical Condition: ( ) Apparently Normal; ( ) Illegal Drug Use; ( ) Fatigue; ( ) Medication; ( ) Had Been Drinking; ( ) Sick; ( ) Asleep; (●) Unknown

Alcohol Test Type: (●) Test Not Given; ( ) Breath; ( ) Other; ( ) Blood; ( ) Urine; ( ) Unknown if Test Given

Primary Vehicle Code Violation: Charged? ( ) Yes ( ) No

Alcohol Test Results: 0. ; ( ) Test Refused; ( ) Unknown Results; (●) Test Given, Contaminated Results

Driver Presence: 1 (1=Driver Operated Vehicle; 2=No Driver; 3=Driver Fled Scene; 4=Hit and Run; 9=Unknown)

Owner/Driver: 01 (00=Not Applicable; 01=Private Vehicle Owned/Leased by Driver; 02=Private Vehicle Not Owned/Leased by Driver; 03=Rented Vehicle; 04=State Police Vehicle; 05=PENNDOT Vehicle; 06=Other State Gov Veh; 07=Municipal Police Veh; 08=Other Municipal Government Vehicle; 09=Federal Gov Veh; 98=Other; 99=Unknown)

Vehicle Information

Same as Driver (●)

Owner First Name: Owner Last Name or Business Name (If Pedestrian, skip this Section):

Address / City / State / Zip:

Vehicle Make: LEXUS *Make Code: 59 (see overlay)

VIN: JTHBJ46G482 [redacted] Model Year: 2008 Vehicle Model: ES 350

License Plate: [redacted] Reg. State: PA Est. Speed: 70 Vehicle Towed: (●) Yes ( ) No Towed By: Ross

Insurance: (●) Yes ( ) No ( ) Unknown Insurance Company: Erie Policy No: [redacted]

Trailing Unit: No. of Trailing Units: Type Unit: (1=Towing Pass. Veh; 2=Towing Truck; 3=Towing Utility Trailer; 4=Mobile/Modular Home; 5=Camper; 6=Full Trailer; 7=Semi-Trailer; 8=Other; 9=Unknown) Tag No: Tag Year: Tag St:

Direction of Travel: S *Vehicle Position: 06 *Movement: 01 *See Overlay

Special Usage: 00 (00=Not Applicable; 01=Fire Veh; 02=Ambulance; 03=Police; 08=Other Emergency Vehicle; 11=Pupil Transport; 12=Commercial Passenger Carrier; 13=Taxi; 21=Tractor Trailer; 22=Twin Trailer; 23=Triple Trailer; 31=Modified Veh; 99=Unknown)

Vehicle Color: 12 (01=Blue; 02=Red; 03=White; 04=Green; 05=Black; 06=Yellow; 07=Silver; 08=Gold; 09=Brown; 10=Orange; 11=Purple; 12=Other; 99=Unknown)

Vehicle Type: 01 (01=Automobile; 02=Motorcycle; 03=Bus; 04=Small Truck; 05=Large Truck; 06=SUV; 07=Van; 10=Snowmobile; 11=Farm Equip; 12=Construction Equip; 13=ATV; 18=Other Type Spec Veh; 19=Unk. Type Spec Veh; 20=Unicycle, Bicycle, Tricycle; 21=Other Pedalcycle; 22=Horse & Buggy; 23=Horse & Rider; 24=Train; 25=Trolley; 98=Other; 99=Unknown)

(If "02", Complete Form M, Section 26) (If "20" or "21", Complete Form M, Section 27)

Initial Impact Point: 12 (00=Non-Collision; 01-12=Clock Points; 13=Top; 14=Undercarriage; 15=Towed Unit; 99=Unknown)

Damage Indicator: 3 (0=None; 1=Minor; 2=Functional; 3=Disabling; 9=Unknown)

Gradient: 2 (1=Level; 2=Uphill; 3=Downhill; 4=Bottom of Hill; 5=Top of Hill; 9=Unknown)

Road Alignment: 1 (1=Straight; 2=Curved; 9=Unknown)

POLICE COPY

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500.2 Police Use Only 09099372 Page: 3

Crash Number P1174115

Unit Info

10 **Type Unit**: (●) Motor Vehicle in Transport ( ) Hit & Run Vehicle ( ) Illegally Parked ( ) Legally Parked ( ) Non - Motorized ( ) Pedestrian ( ) Pedestrian on Skates, in Wheelchair, etc ( ) Disabled From Previous Crash ( ) Train ( ) Phantom Vehicle

(If "Pedestrian" or "Pedestrian on Skates, in Wheelchair, etc", Complete Form M, Section 28)

Commercial Vehicle ( ) Yes (●) No (If Yes, Complete Form C)

Vehicle Driver / Pedestrian Information

Unit No: 2 First Name: [redacted] MI: Date of Birth (MM-DD-YYYY): [redacted]

Delete? ( ) Last Name: [redacted] Telephone Number:

Address / City / State: [redacted] Allentown PA Zip: [redacted]

Driver License Number: [redacted] State: PA Class: C

11 **Alcohol/Drugs Suspected**: (●) No ( ) Illegal Drugs ( ) Medication ( ) Alcohol ( ) Alcohol and Drugs ( ) Unknown

Driver or Pedestrian Physical Condition: (●) Apparently Normal ( ) Illegal Drug Use ( ) Fatigue ( ) Medication ( ) Had Been Drinking ( ) Sick ( ) Asleep ( ) Unknown

Alcohol Test Type: (●) Test Not Given ( ) Breath ( ) Other ( ) Blood ( ) Urine ( ) Unknown if Test Given

Primary Vehicle Code Violation: Charged? ( ) Yes ( ) No

Alcohol Test Results: 0 ( ) Test Refused ( ) Unknown Results ( ) Test Given, Contaminated Results

Driver Presence: 1 — 1=Driver Operated Vehicle, 2=No Driver, 3=Driver Fled Scene, 4=Hit and Run, 9=Unknown

Owner/Driver: 01 — 00=Not Applicable, 01=Private Vehicle Owned/Leased by Driver, 02=Private Vehicle Not Owned/Leased by Driver, 03=Rented Vehicle, 04=State Police Vehicle, 05=PENNDOT Vehicle, 06=Other State Gov Veh, 07=Municipal Police Veh, 08=Other Municipal Government Vehicle, 09=Federal Gov Veh, 98=Other, 99=Unknown

Vehicle Information

Same as Driver (●) Owner First Name: Owner Last Name or Business Name (If Pedestrian, skip this Section):

Address / City / State / Zip: Vehicle Make: NISSAN *Make Code: 35 (see overlay)

VIN: 1N4AL11D85C[redacted] Model Year: 2005 Vehicle Model: ALTIMA

License Plate: [redacted] Reg. State: PA Est. Speed: 0 Vehicle Towed: (●) Yes ( ) No Towed By: ROSS

Insurance: (●) Yes ( ) No ( ) Unknown Insurance Company: NATIONWIDE Policy No: [redacted]

12 **Trailing Unit**: No. of Trailing Units: Type Unit: 1=Towing Pass. Veh, 2=Towing Truck, 3=Towing Utility Trailer, 4=Mobile/Modular Home, 5=Camper, 6=Full Trailer, 7=Semi-Trailer, 8=Other, 9=Unknown Tag No: Tag Year: Tag St:

Direction of Travel: S *Vehicle Position: 06 *Movement: 01 *See Overlay

Special Usage: 00 — 00=Not Applicable, 01=Fire Veh, 02=Ambulance, 03=Police, 08=Other Emergency Vehicle, 11=Pupil Transport, 12=Commercial Passenger Carrier, 13=Taxi, 21=Tractor Trailer, 22=Twin Trailer, 23=Triple Trailer, 31=Modified Veh, 99=Unknown

Vehicle Color: 07 — 01=Blue, 02=Red, 03=White, 04=Green, 05=Black, 06=Yellow, 07=Silver, 08=Gold, 09=Brown, 10=Orange, 11=Purple, 12=Other, 99=Unknown

Vehicle Type: 01 — 01=Automobile, 02=Motorcycle, 03=Bus, 04=Small Truck (If "02", Complete Form M, Section 26) (If "20" or "21", Complete Form M, Section 27), 05=Large Truck, 06=SUV, 07=Van, 10=Snowmobile, 11=Farm Equip, 12=Construction Equip, 13=ATV, 18=Other Type Spec Veh, 19=Unk. Type Spec Veh, 20=Unicycle, Bicycle, Tricycle, 21=Other Pedalcycle, 22=Horse & Buggy, 23=Horse & Rider, 24=Train, 25=Trolley, 98=Other, 99=Unknown

Initial Impact Point: 06 — 00=Non-Collision, 01-12=Clock Points, 13=Top, 14=Undercarriage, 15=Towed Unit, 99=Unknown

Damage Indicator: 3 — 0=None, 1=Minor, 2=Functional, 3=Disabling, 9=Unknown

Gradient: 2 — 1=Level, 2=Uphill, 3=Downhill, 4=Bottom of Hill, 5=Top of Hill, 9=Unknown

Road Alignment: 1 — 1=Straight, 2=Curved, 9=Unknown

COMMONWEALTH OF PENNSYLVANIA POLICE CRASH REPORTING FORM

AA 500 2 | Police Use Only 09099872 | Page: 3 | (X) New | ( ) Change/Continuation | Crash Number P1174115

Unit Info

10 Type Unit: (X) Motor Vehicle in Transport ( ) Hit & Run Vehicle ( ) Illegally Parked ( ) Legally Parked ( ) Non-Motorized ( ) Pedestrian ( ) Pedestrian on Skates, in Wheelchair, etc ( ) Disabled From Previous Crash ( ) Train ( ) Phantom Vehicle

(If "Pedestrian" or "Pedestrian on Skates, in Wheelchair, etc", Complete Form M, Section 28)

Commercial Vehicle: ( ) Yes (X) No (If Yes, Complete Form C)

Vehicle Driver / Pedestrian Information

Unit No: 3 | First Name: [redacted] | MI: E | Date of Birth (MM-DD-YYYY): 11 11 1958

Delete? ( ) | Last Name: [redacted] | Telephone Number:

Address / City / State: [redacted] Center Valley | Zip: [redacted]

Driver License Number: [redacted] | State: PA | Class: C

11 Alcohol/Drugs Suspected: (X) No ( ) Illegal Drugs ( ) Medication ( ) Alcohol ( ) Alcohol and Drugs ( ) Unknown

Driver or Pedestrian Physical Condition: ( ) Apparently Normal ( ) Illegal Drug Use ( ) Fatigue ( ) Medication ( ) Had Been Drinking ( ) Sick ( ) Asleep ( ) Unknown

Alcohol Test Type: (X) Test Not Given ( ) Breath ( ) Other ( ) Blood ( ) Urine ( ) Unknown if Test Given

Primary Vehicle Code Violation: | Charged? ( ) Yes ( ) No

Alcohol Test Results: 0 | ( ) Test Refused ( ) Unknown Results ( ) Test Given, Contaminated Results

Driver Presence: 1 | 1=Driver Operated Vehicle 2=No Driver 3=Driver Fled Scene 4=Hit and Run 9=Unknown

Owner/Driver: 01 | 00=Not Applicable 01=Private Vehicle Owned/Leased by Driver 02=Private Vehicle Not Owned/Leased by Driver 03=Rented Vehicle 04=State Police Vehicle 05=PENNDOT Vehicle 06=Other State Gov Veh 07=Municipal Police Veh 08=Other Municipal Government Vehicle 09=Federal Gov Veh 98=Other 99=Unknown

Vehicle Information

Same as Driver (X) | Owner First Name: | Owner Last Name or Business Name (If Pedestrian, skip this Section):

Address / City / State / Zip: | Vehicle Make: JEEP | *Make Code: 2 (see overlay)

VIN: 1J8FF57W47D [redacted] | Model Year: 2007 | Vehicle Model: Compass

License Plate: [redacted] | Reg. State: PA | Est. Speed: 0 | Vehicle Towed: ( ) Yes (X) No | Towed By:

Insurance: (X) Yes ( ) No ( ) Unknown | Insurance Company: State Farm | Policy No: [redacted]

12 Trailing Unit: No. of Trailing Units: | Type Unit: 1=Towing Pass. Veh 2=Towing Truck 3=Towing Utility Trailer 4=Mobile/Modular Home 5=Camper 6=Full Trailer 7=Semi-Trailer 8=Other 9=Unknown | Tag No: | Tag Year: | Tag St:

Direction of Travel: S | *Vehicle Position: 06 | *Movement: 01 | *See Overlay

Vehicle Color: 01 | 01=Blue 02=Red 03=White 04=Green 05=Black 06=Yellow 07=Silver 08=Gold 09=Brown 10=Orange 11=Purple 12=Other 99=Unknown

Vehicle Type: 01 | 01=Automobile 02=Motorcycle 03=Bus 04=Small Truck (If "02", Complete Form M, Section 26) (If "20" or "21", Complete Form M, Section 27) 05=Large Truck 06=SUV 07=Van 10=Snowmobile 11=Farm Equip 12=Construction Equip 13=ATV 18=Other Type Spec Veh 19=Unk. Type Spec Veh 20=Unicycle, Bicycle, Tricycle 21=Other Pedalcycle 22=Horse & Buggy 23=Horse & Rider 24=Train 25=Trolley 98=Other 99=Unknown

Special Usage: 00 | 00=Not Applicable 01=Fire Veh 02=Ambulance 03=Police 08=Other Emergency Vehicle 11=Pupil Transport 12=Commercial Passenger Carrier 13=Taxi 21=Tractor Trailer 22=Twin Trailer 23=Triple Trailer 31=Modified Veh 99=Unknown

Initial Impact Point: 06 | 00=Non-Collision 01-12=Clock Points 13=Top 14=Undercarriage 15=Towed Unit 99=Unknown

Damage Indicator: 2 | 0=None 1=Minor 2=Functional 3=Disabling 9=Unknown

Gradient: 2 | 1=Level 2=Uphill 3=Downhill 4=Bottom of Hill 5=Top of Hill 9=Unknown

Road Alignment: 1 | 1=Straight 2=Curved 9=Unknown

POLICE COPY

COMMONWEALTH OF PENNSYLVANIA POLICE CRASH REPORTING FORM

AA 500 2

Police Use Only 09099322

Page: 4

New / Change/Continuation

Crash Number P 1 1 7 4 1 1 5

10 Unit Info

Type Unit: Motor Vehicle in Transport / Hit & Run Vehicle / Illegally Parked / Legally Parked / Non-Motorized / Pedestrian / Pedestrian on Skates, in Wheelchair, etc / Disabled From Previous Crash / Train / Phantom Vehicle

(If "Pedestrian" or "Pedestrian on Skates, in Wheelchair, etc", Complete Form M, Section 28)

Commercial Vehicle: Yes / No (If Yes, Complete Form C)

11 Vehicle Driver / Pedestrian Information

Unit No | First Name | MI | Date of Birth (MM-DD-YYYY)

Delete? | Last Name | Telephone Number

Address / City / State | Zip

Driver License Number | State | Class

Alcohol/Drugs Suspected: No / Illegal Drugs / Medication / Alcohol / Alcohol and Drugs / Unknown

Driver or Pedestrian Physical Condition: Apparently Normal / Illegal Drug Use / Fatigue / Medication / Had Been Drinking / Sick / Asleep / Unknown

Alcohol Test Type: Test Not Given / Breath / Other / Blood / Urine / Unknown if Test Given

Primary Vehicle Code Violation | Charged? Yes / No

Alcohol Test Results: 0. | Test Refused / Unknown Results / Test Given, Contaminated Results

Driver Presence: 1=Driver Operated Vehicle, 2=No Driver, 3=Driver Fled Scene, 4=Hit and Run, 9=Unknown

Owner/Driver: 00=Not Applicable, 01=Private Vehicle Owned/Leased by Driver, 02=Private Vehicle Not Owned/Leased by Driver, 03=Rented Vehicle, 04=State Police Vehicle, 05=PENNDOT Vehicle, 06=Other State Gov. Veh, 07=Municipal Police Veh, 08=Other Municipal Government Vehicle, 09=Federal Gov Veh, 98=Other, 99=Unknown

12 Vehicle Information

Same as Driver | Owner First Name [redacted] | Owner Last Name or Business Name (If Pedestrian, skip this Section) [redacted]

Address / City / State / Zip [redacted] Allentown Pa | Vehicle Make: CHRYSLER | *Make Code: 6 (see overlay)

VIN: 1 C 4 G P 5 4 L 5 X B [redacted] | Model Year: 1 9 9 9 | Vehicle Model: Town Country

License Plate [redacted] | Reg. State: PA | Est. Speed: 0 | Vehicle Towed: Yes / No | Towed By

Insurance: Yes / No / Unknown | Insurance Company: Nationwide | Policy No [redacted]

Trailing Unit: No. of Trailing Units | Type Unit: 1=Towing Pass. Veh, 2=Towing Truck, 3=Towing Utility Trailer, 4=Mobile/Modular Home, 5=Camper, 6=Full Trailer, 7=Semi-Trailer, 8=Other, 9=Unknown | Tag No | Tag Year | Tag St

Direction of Travel | *Vehicle Position: 0 0 | *Movement: 0 0 | *See Overlay

Special Usage: 0 0 — 00=Not Applicable, 01=Fire Veh, 02=Ambulance, 03=Police, 08=Other Emergency Vehicle, 11=Pupil Transport, 12=Commercial Passenger Carrier, 13=Taxi, 21=Tractor Trailer, 22=Twin Trailer, 23=Triple Trailer, 31=Modified Veh, 99=Unknown

Vehicle Color: 01=Blue, 02=Red, 03=White, 04=Green, 05=Black, 06=Yellow, 07=Silver, 08=Gold, 09=Brown, 10=Orange, 11=Purple, 12=Other, 99=Unknown

Vehicle Type: 01=Automobile, 02=Motorcycle, 03=Bus, 04=Small Truck (If "02", Complete Form M, Section 26) (If "20" or "21", Complete Form M, Section 27), 05=Large Truck, 06=SUV, 07=Van, 10=Snowmobile, 11=Farm Equip, 12=Construction Equip, 13=ATV, 18=Other Type Spec Veh, 19=Unk. Type Spec Veh, 20=Unicycle, Bicycle, Tricycle, 21=Other Pedalcycle, 22=Horse & Buggy, 23=Horse & Rider, 24=Train, 25=Trolley, 98=Other, 99=Unknown

Initial Impact Point: 00=Non-Collision, 01-12=Clock Points, 13=Top, 14=Undercarriage, 15=Towed Unit, 99=Unknown

Damage Indicator: 0=None, 1=Minor, 2=Functional, 3=Disabling, 9=Unknown

Gradient: 1=Level, 2=Uphill, 3=Downhill, 4=Bottom of Hill, 5=Top of Hill, 9=Unknown

Road Alignment: 1=Straight, 2=Curved, 9=Unknown

POLICE COPY

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500 3 Police Use Only 09099372 Page 5 Crash Number P 1174115

People Information

A Person Type: 1=Driver, 2=Passenger, 7=Pedestrian, 8=Other, 9=Unknown

B Sex: F=Female, M=Male, U=Unknown

C Injury Severity: 0=Not Injured, 1=Killed, 2=Major Injury, 3=Moderate Injury, 4=Minor Injury, 8=Injury, Unk Severity, 9=Unknown If Injury

D Seat Position: 00=Not A Passenger/Occupant, 01=Driver - All Vehicles, 02=Front Seat Middle Position, 03=Front Seat Right Side, 04=Second Row - Left Side Or Motorcycle Passenger, 05=Second Row - Middle Position, 06=Second Row - Right Side, 07=Third Row Or Greater - Left Side, 08=Third Row Or Greater - Middle Position, 09=Third Row Or Greater - Right Side, 10=Sleeper Section of Truckcab, 11=In Other Enclosed Passenger Or Cargo Area, 12=In Open Area (Back Of Pickup, Etc.), 13=Trailing Unit, 14=Riding On Vehicle Exterior, 15=Bus Passenger, 98=Other, 99=Unknown

E Safety Equipment One: 00=None Used / Not Applicable, 01=Shoulder Belt Used, 02=Lap Belt Used, 03=Lap And Shoulder Belt Used, 04=Child Safety Seat Used, 05=Motorcycle Helmet Used, 06=Bicycle Helmet Used, 10=Safety Belt Used Improperly, 11=Child Safety Seat Used Improperly, 12=Helmet Used Improperly, 90=Restraint Used, Type Unknown, 99=Unknown

F Safety Equipment Two: 00=None Used / Not Applicable, 01=Front Air Bag Deployed (For This Seat), 02=Side Air Bag Deployed (For This Seat), 03=Other Type Air Bag Deployed, 04=Multiple Air Bags Deployed, 05=Motorcycle Eye Protection, 06=Bicyclist Wearing Elbow/Knee/Pads, 10=Air Bag Not Deployed, Switch On, 11=Air Bag Not Deployed, Switch Off, 12=Air Bag Not Deployed, Unk Switch Setting, 13=Air Bag Removed (Prior To Crash), 19=Unknown If Air Bag Deployed, 99=Unknown

G Ejection: 0=Not Applicable, 1=Not Ejected, 2=Totally Ejected, 3=Partially Ejected, 9=Unknown

H Ejection Path: 0=Not Ejected / Not Applicable, 1=Through Side Door Opening, 2=Through Side Window, 3=Through Windshield, 4=Through Back Door, 5=Through Back Door Tailgate Opening, 6=Through Roof Opening (Sunroof/ Convertible Top Down), 7=Through Roof Opening (Convertible Top Up), 9=Unknown

I Extrication: 0=Not Applicable, 1=Not Extricated, 2=Extricated By Mechanical Means, 3=Freed By Non - Mechanical Means, 8=Other, 9=Unknown

EMS Agency: ALLENTOWN POLICE EMS Medical Facility: LEHIGH VALLEY HOSP

Unit No	Person No	Delete?	Date of Birth (MM-DD-YYYY)	A	B	C	D	E	F	G	H	I	Name / Address / Phone	Same as Operator	EMS Transport
01	01	☐	[redacted]	1	M	8	01	03	03	0	0	6		☑	☑ Yes ☐ No
02	01	☐	[redacted]	1	M	8	01	03	01	0	0	0		☑	☑ Yes ☐ No
03	01	☐	[redacted]	1	F	9	01	03	00	0	0	0		☑	☐ Yes ☑ No
		☐												☐	☐ Yes ☐ No
		☐												☐	☐ Yes ☐ No
		☐												☐	☐ Yes ☐ No

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500 4 Police Use Only 09099842 Page 06 Crash Number P1174115

General Crash Information

Crash Description	1	0=Non-Collision; 1=Rear End; 2=Head On; 3=Rear to Rear (Backing); 4=Angle; 5=Sideswipe (Same Direction); 6=Sideswipe (Opposite Direction); 7=Hit Fixed Object; 8=Hit Pedestrian; 9=Other/Unknown				
Relation to Roadway	1	1=On Travel Lanes; 2=Shoulder; 3=Median; 4=Roadside; 5=Outside Trafficway; 6=In Parking Lane; 7=Gore (Ramp Intersection); 9=Unknown				
Illumination	1	1=Daylight; 2=Dark - No Street Lights; 3=Dark - Street Lights; 4=Dusk; 5=Dawn; 6=Dark - Unknown Roadway Lighting; 8=Other				
Weather Conditions	1	1=No Adverse Conditions; 2=Rain; 3=Sleet (Hail); 4=Snow; 5=Fog; 6=Rain & Fog; 7=Sleet & Fog; 8=Other; 9=Unknown				
Road Surface Conditions	0	0=Dry; 1=Wet; 2=Sand, Mud, Dirt, Oil; 3=Snow Covered; 4=Slush; 5=Ice; 6=Ice Patches; 7=Water - Standing or Moving; 8=Other				

Unit(s) Event Information

Unit No		Harm Event	L/R	Most?	Utility Pole Number
01	1	02			
	2	04			
Please Put Events in Sequential Order	3	03			
	4	31			
02	1	11			
	2	03			
Please Put Events in Sequential Order	3				
	4				

Harmful Events (Harm Event)
01=Hit Unit 1; 02=Hit Unit 2; 03=Hit Unit 3; 04=Hit Unit 4; 05=Hit Unit 5; 06=Hit Other Traffic Unit; 07=Hit Deer; 08=Hit Other Animal; 09=Collision With Other Non Fixed Object; 11=Struck By Unit 1; 12=Struck By Unit 2; 13=Struck By Unit 3; 14=Struck By Unit 4; 15=Struck By Unit 5; 16=Struck By Other Traffic Unit; 21=Hit Tree Or Shrubbery; 22=Hit Embankment; 23=Hit Utility Pole; 24=Hit Traffic Sign; 25=Hit Guard Rail; 26=Hit Guard Rail End; 27=Hit Curb; 28=Hit Concrete Or Longitudinal Barrier; 29=Hit Ditch; 30=Hit Fence Or Wall; 31=Hit Building; 32=Hit Culvert; 33=Hit Bridge Pier Or Abutment; 34=Hit Parapet End; 35=Hit Bridge Rail; 36=Hit Boulder Or Obstacle On Roadway; 37=Hit Impact Attenuator; 38=Hit Fire Hydrant; 39=Hit Roadway Equipment; 40=Hit Mail Box; 41=Hit Traffic Island; 42=Hit Snow Bank; 43=Hit Temporary Construction Barrier; 48=Hit Other Fixed Object; 49=Hit Unknown Fixed Object; 50=Overturn/Roll Over; 51=Struck By Thrown Or Falling Object; 52=Pot Holes Or Other Pavement Irregularities; 53=Jackknife; 54=Fire In Vehicle; 58=Other Non-Collision; 99=Unknown Harmful Event

First Harmful Event in the Crash	Unit No	Harm Event	Most Harmful Event in the Crash	Unit No	Harm Event
	01	02		01	31

Do not repeat this information on multiple pages

Contributing Information

Environmental / Roadway Potential Factors (E/R) 1: 00 2: 3:
00=None; 01=Windy Conditions; 02=Sudden Weather Conditions; 03=Other Weather Conditions; 04=Deer In Roadway; 05=Obstacle On Roadway; 06=Other Animal In Roadway; 07=Glare; 08=Work Zone Related; 11=Slippery Road Conditions (Ice/Snow); 12=Substance On Roadway; 13=Potholes; 14=Broken Or Cracked Pavement; 15=TCD Obstructed; 16=Soft Shoulder Or Shoulder Drop Off; 28=Other Roadway Factor; 29=Other Environmental Factor; 99=Unknown

Possible Vehicle Failures (V)
00=None; 01=Tires; 02=Brake System; 03=Steering System; 04=Suspension; 05=Power Train; 06=Exhaust; 07=Headlights; 08=Signal Lights; 09=Other Lights; 10=Horn; 11=Mirrors; 12=Wipers; 13=Driver Seating/Control; 14=Body, Doors, Hood, Etc; 15=Trailer Hitch; 16=Wheels; 17=Airbags; 18=Trailer Overloaded; 19=Unsecure/Shifted Trailer Load; 20=Improper Towing; 21=Obstructed Windshield; 99=Unknown

Unit No								
01	1	05	2					
02	1	00	2					

Indicated Prime Factor Do not repeat this information on multiple pages.

E/R	V	D	P
		●	

Unit No: 01 Factor Code: 99

If E/R is the Prime Factor Type, leave Unit No blank

Driver Action (D)
00=No Contributing Action; 01=Driver Was Distracted; 02=Driving Using Hand Held Phone; 03=Driving Using Hands Free Phone; 04=Making Illegal U-Turn; 05=Improper/Careless Turning; 06=Turning From Wrong Lane; 07=Proceeding W/O Clearance After Stop; 08=Running Stop Sign; 09=Running Red Light; 10=Failure To Respond To Other Traffic Control Device; 11=Tailgating; 12=Sudden Slowing/Stopping; 13=Illegally Stopped On Road; 14=Careless Passing Or Lane Change; 15=Passing In No Passing Zone; 16=Driving The Wrong Way On 1-Way Street; 17=Careless Or Illegal Backing On Roadway; 18=Driving On The Wrong Side Of Road; 19=Making Improper Entrance To Highway; 20=Making Improper Exit From Highway; 21=Careless Parking/Unparking; 22=Over/Under Compensation At Curve; 23=Speeding; 24=Driving Too Fast For Conditions; 25=Failure To Maintain Proper Speed; 26=Driver Fleeing Police (Pol Chase); 27=Driver Inexperienced; 28=Failure To Use Specialized Equip; 92=Affected By Physical Condition; 98=Other Improper Driving Actions; 99=Unknown

Unit No								
01	1	99	2		3		4	
02	1	00	2		3		4	

Pedestrian Action (P)
00=None; 01=Entering Or Crossing At Specified Location; 02=Walking, Running, Jogging, Or Playing; 03=Working; 04=Pushing Vehicle; 05=Approaching Or Leaving Vehicle; 06=Working On Vehicle; 07=Standing; 98=Other; 99=Unknown

Unit No: Unit No:

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500 4 | Police Use Only 09099372 | Page 07 | New | Change/Correction | Crash Number P 1 3 4 1 1 5

General Crash Information (If more than 2 Units in crash complete one)

- **Crash Description** [1]: 0=Non-Collision; 1=Rear End; 2=Head On; 3=Rear-to-Rear (Backing); 4=Angle; 5=Sideswipe (Same Direction); 6=Sideswipe (Opposite Direction); 7=Hit Fixed Object; 8=Hit Pedestrian; 9=Other/Unknown
- **Relation to Roadway** [1]: 1=On Travel Lanes; 2=Shoulder; 3=Median; 4=Roadside; 5=Outside Trafficway Or In Parking Lane; 6=Gore (Ramp Intersection); 9=Unknown
- **Illumination** [1]: 1=Daylight; 2=Dark - No Street Lights; 3=Dark - Street Lights; 4=Dusk; 5=Dawn; 6=Dark - Unknown Roadway Lighting; 8=Other
- **Weather Conditions** [1]: 1=No Adverse Conditions; 2=Rain; 3=Sleet (Hail); 4=Snow; 5=Fog; 6=Rain & Fog; 7=Sleet & Fog; 8=Other; 9=Unknown
- **Road Surface Conditions** [1]: 0=Dry; 1=Wet; 2=Sand, Mud, Dirt, Oil; 3=Snow Covered; 4=Slush; 5=Ice; 6=Ice Patches; 7=Water - Standing or Moving; 8=Other

Unit(s) Event Information

Unit No		Harm Event	L/R	Most?	Utility Pole Number
03	1	12		●	
	2	11			
Please Put Events In Sequential Order	3				
	4				
04	1	11		●	
	2				
Please Put Events In Sequential Order	3				
	4				

Harmful Event's (Harm Event)
01=Hit Unit 1; 02=Hit Unit 2; 03=Hit Unit 3; 04=Hit Unit 4; 05=Hit Unit 5; 06=Hit Other Traffic Unit; 07=Hit Deer; 08=Hit Other Animal; 09=Collision With Other Non Fixed Object; 11=Struck By Unit 1; 12=Struck By Unit 2; 13=Struck By Unit 3; 14=Struck By Unit 4; 15=Struck By Unit 5; 16=Struck By Other Traffic Unit; 21=Hit Tree Or Shrubbery; 22=Hit Embankment; 23=Hit Utility Pole; 24=Hit Traffic Sign; 25=Hit Guard Rail; 26=Hit Guard Rail End; 27=Hit Curb; 28=Hit Concrete Or Longitudinal Barrier; 29=Hit Ditch; 30=Hit Fence Or Wall; 31=Hit Building; 32=Hit Culvert; 33=Hit Bridge Pier Or Abutment; 34=Hit Parapet End; 35=Hit Bridge Rail; 36=Hit Boulder Or Obstacle On Roadway; 37=Hit Impact Attenuator; 38=Hit Fire Hydrant; 39=Hit Roadway Equipment; 40=Hit Mail Box; 41=Hit Traffic Island; 42=Hit Snow Bank; 43=Hit Temporary Construction Barrier; 48=Hit Other Fixed Object; 49=Hit Unknown Fixed Object; 50=Overturn/Roll Over; 51=Struck By Thrown Or Falling Object; 52=Pot Holes Or Other Pavement Irregularities; 53=Jackknife; 54=Fire In Vehicle; 58=Other Non-Collision; 99=Unknown Harmful Event

First Harmful Event in the Crash	Unit No	Harm Event	Most Harmful Event in the Crash	Unit No	Harm Event

Do not repeat this information on multiple pages

Contributing Information

Environmental / Roadway Potential Factors (E/R) 1 | 2 | 3
00=None; 01=Windy Conditions; 02=Sudden Weather Conditions; 03=Other Weather Conditions; 04=Deer In Roadway; 05=Obstacle On Roadway; 06=Other Animal On Roadway; 07=Glare; 08=Work Zone Related; 11=Slippery Road Conditions (Ice/Snow); 12=Substance On Roadway; 13=Potholes; 14=Broken Or Cracked Pavement; 15=TCD Obstructed; 16=Soft Shoulder Or Shoulder Drop Off; 28=Other Roadway Factor; 29=Other Environmental Factor; 99=Unknown

Possible Vehicle Failures (V)
00=None; 01=Tires; 02=Brake System; 03=Steering System; 04=Suspension; 05=Power Train; 06=Exhaust; 07=Headlights; 08=Signal Lights; 09=Other Lights; 10=Horn; 11=Mirrors; 12=Wipers; 13=Driver Seating/Control; 14=Body, Doors, Hood, Etc; 15=Trailer Hitch; 16=Wheels; 17=Airbags; 18=Trailer Overloaded; 19=Unsecure/Shifted Trailer Load; 20=Improper Towing; 21=Obstructed Windshield; 99=Unknown

Unit No	1	2
03	06	
04	00	

Driver Action (D)
00=No Contributing Action; 01=Driver Was Distracted; 02=Driving Using Hand Held Phone; 03=Driving Using Hands Free Phone; 04=Making Illegal U-Turn; 05=Improper/Careless Turning; 06=Turning From Wrong Lane; 07=Proceeding W/O Clearance After Stop; 08=Running Stop Sign; 09=Running Red Light; 10=Failure To Respond To Other Traffic Control Device; 11=Tailgating; 12=Sudden Slowing/Stopping; 13=Illegally Stopped On Road; 14=Careless Passing Or Lane Change; 15=Passing In No Passing Zone; 16=Driving The Wrong Way On 1-Way Street; 17=Careless Or Illegal Backing On Roadway; 18=Driving On The Wrong Side Of Road; 19=Making Improper Entrance To Highway; 20=Making Improper Exit From Highway; 21=Careless Parking/Unparking; 22=Over/Under Compensation At Curve; 23=Speeding; 24=Driving Too Fast For Conditions; 25=Failure To Maintain Proper Speed; 26=Driver Fleeing Police (Pol Chase); 27=Driver Inexperienced; 28=Failure To Use Specialized Equip; 92=Affected By Physical Condition; 98=Other Improper Driving Actions; 99=Unknown

Unit No	1	2	3	4
03	00			
04	00			

Pedestrian Action (P)
00=None; 01=Entering Or Crossing At Specified Location; 02=Walking, Running, Jogging, Or Playing; 03=Working; 04=Pushing Vehicle; 05=Approaching Or Leaving Vehicle; 06=Working On Vehicle; 07=Standing; 98=Other; 99=Unknown

Unit No | Unit No

Indicated Prime Factor — Do not repeat this information on multiple pages.

E/R	V	D	P	Unit No	Factor Code
○	○	○	○		

If E/R is the Prime Factor, Type, leave Unit No blank

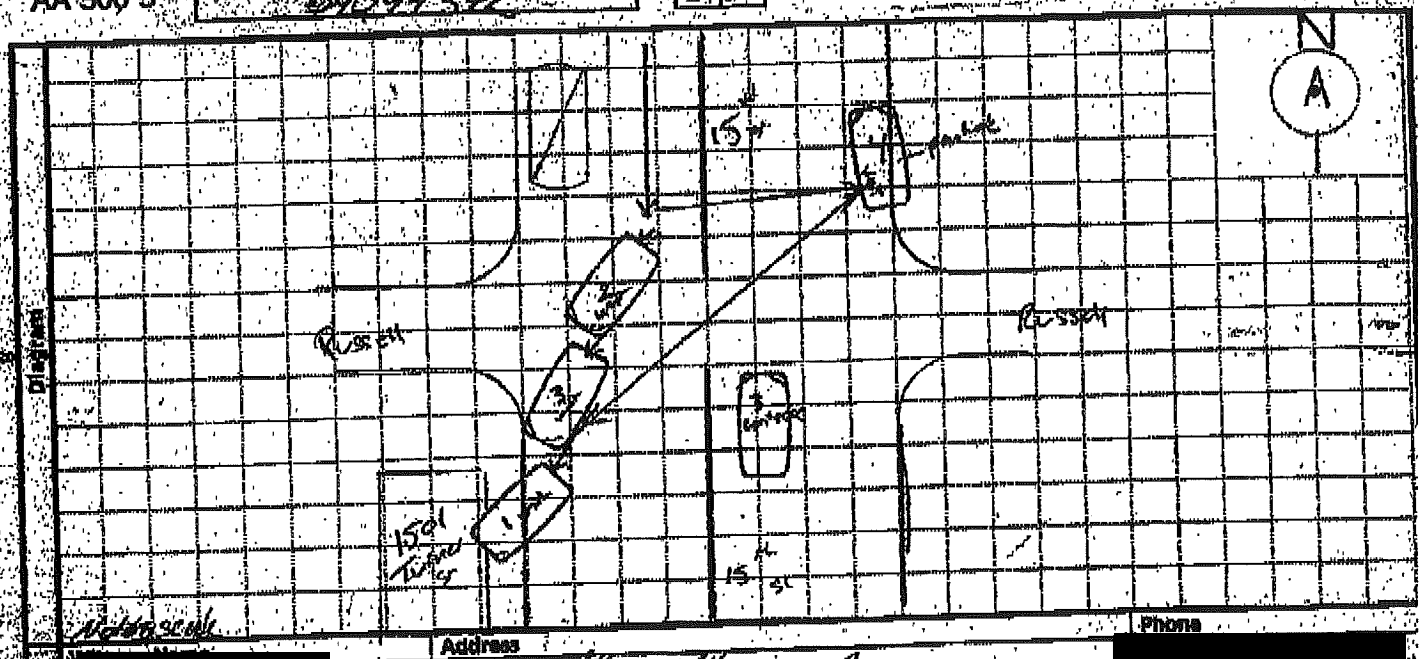
-'09 17:20 FROM- T-924 P0009/0010 F-054

COMMONWEALTH OF PENNSYLVANIA
POLICE CRASH REPORTING FORM

AA 500 5 Police Use Only 09099372 Page 08

Crash Number P1174115

Diagram



Notes scale

Name	Address	Phone
[redacted]	[redacted] Allstown Rd Allstown Rd	[redacted]

Narrative and additional Witnesses: Accident Investigation Notification Issued? Property Damage

484 744-4402

[redacted]

Property owner of [redacted] Florham Park NJ [redacted]

Unit 1 was south bound on N 15th st approaching Russell st behind unit 2.
Unit 2 was south bound on N 15th st stopped behind unit 3.
Unit 3 was south bound on N 15th st stopped behind traffic for the red light at Turner st.
Unit 4 was parked on the east side of 15th st being north bound.
Unit 1 struck unit 2 from behind pulling unit 2 forward. Unit 2 struck the rear of unit 3. After striking unit 2, unit 1 spun eastward and struck unit 4. After striking unit 4 unit 1 traveled northwest and struck unit 3 then struck the property at corner of 15th and Turner st. (1501 Turner st)
Witness 1 reports she was stopped for the light at 15th and Garden st, when unit 1 pass bre on the left, going thru the red light.
Witness 2 reports he was stopped for the light at 15th and Chew st, when unit 1 passed him on the left, going thru the red light.
Witness 3 reports seeing unit 1 coming at her at a high rate of speed, then hitting the first vehicle.
Driver of unit 1 states that the gaspedle was stuck and that he was unable to turn off the car (push-button start).

POLICE COPY

FILE START

Mr. and Mrs. [redacted]
[redacted]
Oxnard, Calif. [redacted]

Oct. 20, 2009

Lexus Customer Satisfaction
19001 South Western Ave.
Torrance, Calif. 90509
Mail Drop L 201

Re: 2009 Lexus ES350 VIN no.: JTHBJ46G692[redacted]

To Whom It May Concern:

Per my telephone conversation this morning with Michelle Yamasaki I am writing this letter to advise you that we purchased this vehicle new in good faith on Sept. 27, 2009 and took possession of the vehicle on Sept. 28, 2009. At the time of purchase, we were not advised of the problems with the vehicle. These problems were not disclosed by the dealership or the salesman.

Since reading the article in the L.A. Times on Sunday, Oct. 18, 2009 we have not felt safe in this vehicle and have not driven it. It has been sitting in our garage. I will not even get into the vehicle. In our many years of owning or leasing vehicles, this is the only vehicle we are afraid to drive and in which we do not feel safe.

We are therefore requesting the prompt return of this vehicle.

Thank you for your immediate attention to this matter.

Sincerely,

[redacted]

Home phone no.: [redacted]

December 11, 2009

[redacted]
Oxnard, CA [redacted]

Re: 2009 ES350– JTHBJ46G692[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 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.

SERVICE HISTORY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/14/2009	953	DCH LEXUS OF OXNARD-(60430)	PHAM, P	0175308	$43.20

Condition 1

Op Code Desc: 1,000 MILE SERVICE
1,000 MILE SERVICE ~|~30 DAY INSPECTION. INSPECT FLUID LEVELS, BELTS, HOSES TIRE PRESSURES AND UNDERCARRIDGE. ~|~1K

Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/08/2009	614	DCH LEXUS OF OXNARD-(60430)	AMBRIZ, D	0175018	$500.00

Condition 1

Op Code Desc: INSTALLED XM RADIO
INSTALLED XM RADIO ~|~HERE TO GET XM SAT RADIO AFTERMARKET INSTALLED

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

Condition 2

Op Code Desc: LOAN CAR
LOAN CAR ~|~DCH LEXUS OF OXNARD PROVIDES A LOANER CAR AT NO CHARGE TO YOU. PLEASE RETURN THE LOANER CAR BY 6:00PM THE SAME DAY YOUR SERVICE IS COMPLETED, AND BE KIND ENOUGH TO REPLACE THE GAS YOU USE. IF THE LOANER CAR IS NOT RETURNED THE DAY OF SERVICE IS COMPLETED

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

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	09/29/2009	86	DCH LEXUS OF OXNARD-(60430)	SIMEON, S	0174516	$896.04

Condition 1

Op Code Desc: MOUNT AND BALANCE CHROME WHEELS
MOUNT AND BALANCE CHROME WHEELS ~|~MOUNT AND BALANCE CHROME WHEELS (SEE ALEXANDER, HEY DUDE])

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

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/24/2009	8	VISTA LEXUS-(60411)	MARTINEZ, R	0117117	$200.00

Condition 1

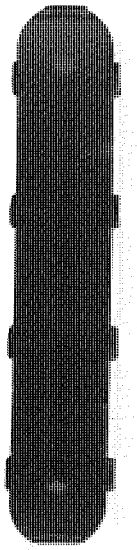
Op Code Desc: PERFORMED PRE-DELIVERY INSPECTION 01
PERFORMED PRE-DELIVERY INSPECTION 01 ~|~PERFORMED PRE-DELIVERY INSPECTION 01 ~|~ ~|~8 001013 200 PERFORMED PDI SERVICE.

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

FILE START

[redacted]

2010-01-48410
CLAIM



TOY-RQ-05D-00000907

Case Activity Report

Case # : 0911109050 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 11/19/2009 12:23:21 PM

Case Title : PRODUCT ; ABNORMAL CONDITION ; ENGINE IMMOBILIZER SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBJ46G792[redacted]
MODEL YR. :	2009
MODEL :	ES 350
GRADE :	4-Dr Sedan
MODEL NUMBER :	9000
ENGINE :	2GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	62906 LAWRENCE LEXUS
DOFU :	06/04/2009
CURRENT MONTHS :	5
CURRENT MILES :	4400
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	ZAGAMIM
CREATED DATE :	11/6/2009 07:39:49 AM
CREATED BY :	LOCKHAK
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	11/19/2009 12:23:21 PM
CLOSED BY :	ZAGAMIM
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	62906 LAWRENCE 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 :	0

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-JZILB	11/6/2009 07:28:20 AM / Call - Inbound	Done	LOCKHAK / Eastern Rep	Cust clld and sts that last Monday he experienced unexpected acceleration concern. Cust sts that he is currently at the dlr who adv cust to contact LCS. Cust st he is frightened to drive the vehicle.			11/6/2009 07:41:21 AM

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

TOY-RQ-05D-0000908

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Apologized to cust. Spoke with Jennie at dlr. Adv that dlr is requesting for FTS to come and look at vehicle. Adv that I will forward request to dept specialist for further review. Dlr will contact FTS and offer to cust loaner vehicle. Adv cust that dept specialist will contact him back w/in 2 b/d. Thanked cust.			
1-K3VUR	11/6/2009 01:17:28 PM / Request Action	Done	ZAGAMIM / Eastern Rep	To: Matt Torretta – Lawrence Lexus From: [redacted] Please review customer's concerns and advise of the details/cause of customer issue. Please advise when the FTS inspection will take place. Thank you and have a nice day.			11/19/2009 12:23:13 PM
1-K8DN8	11/9/2009 10:26:14 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Spoke w/ Jamie Novakoski, Asst SM at Lawrence Lexus. Jamie adv that she had called in initially to make LCS aware of the situation. I adv that I would contact the cust to let him know that Lexus is looking into his concerns. Jamie adv that an FTS is coming to insp the veh Friday.			11/9/2009 10:44:28 AM
1-K8E30	11/9/2009 01:58:39 PM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Clld cust to introduce myself as the dept specialist looking into cust concerns. I adv that an FTS is coming to inspect the veh on Friday. I adv that Lexus would be working with the dlr and would be in touch with the cust when we have more information after the inspection. Cust thanked.			11/9/2009 02:04:46 PM
1-LESOK	11/18/2009 09:46:17 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Spoke w/ Jamie Novaskoski, ASM, to f/u on insp and cust concerns.			11/18/2009 09:47:27 AM
1-LESOQ	11/18/2009 09:47:30 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	LM for Carole Hargrave, TMS, to further research cust concerns.			11/18/2009 09:48:02 AM
1-LESQU	11/18/2009 09:59:25 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Spoke w/ Carole Hargrave, who adv me to call Aliene Paboojian, TMS, to further research cust concerns.			11/18/2009 10:01:07 AM
1-LESR0	11/18/2009 10:01:09 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	LM for Aliene Paboojian to further research cust concerns.			11/18/2009 10:01:41 AM
1-LGO6Q	11/18/2009 03:23:14 PM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Spoke with Aliene Paboojian who adv that I spk w/ the FTS who performed the insp.			11/18/2009 03:38:56 PM
1-LGO91	11/18/2009 03:42:39 PM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	LM for John Loira, FTS, to f/u on cust concerns.			11/18/2009 03:43:10 PM
1-LJL4Y	11/19/2009 10:45:15 AM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	LM for John Loira, FTS, to f/u on cust concerns.			11/19/2009 10:45:32 AM
1-LJL57	11/19/2009 10:50:47 AM / Call - Inbound	Done	ZAGAMIM / Eastern Rep	Spoke with John Loira, FTS, who adv that cust veh is operating as designed and is safe to drive.			11/19/2009 10:51:26 AM

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

TOY-RQ-05D-00000909

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-LLETF	11/19/2009 12:19:51 PM / Call - Outbound	Done	ZAGAMIM / Eastern Rep	Clld cust a[redacted]and spoke with cust. I adv cust that his veh is safe to drive, and that he would be receiving official correspondence from Lexus within 2 to 4 weeks. I adv cust to return his loaner and begin driving his veh. Cust thanked and requires no further asst.			11/19/2009 12:22:58 PM

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

TOY-RQ-05D-00000910

TOYOTA

Ted Cowles
Direct Phone (310) 468-7208
Fax (310) 381-6317

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

December 17, 2009

[redacted]
Monroe Township, NJ [redacted]

RE: Date of Loss: Unknown
Vehicle: 2009 ES 350
VIN #: JTHBJ46G792[redacted]

Dear: Mr.[redacted]

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

It is our understanding that you have heard noise from your vehicle and it accelerates on its own.

Your vehicle was inspected by one of our field technicians in regard to your concerns. The technician inspected the electrical and mechanical systems on the vehicle and all systems were in proper working order. The vehicle was test driven, no noise was heard, and performed according to specifications. Additionally, the technician also inspected your 2007 ES 350 and found that vehicle was also performing according to factory specifications.

Based upon our inspection it has been determined that your vehicles were in proper working order. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

State Farm Insurance Companies

State Farm Insurance
Subrogation Services
PO Box 2371
Bloomington, IL 61702-2371

February 5, 2008

Certified Mail-Return Receipt Requested

LEXUS LETTERS AND COMPLAINTS
19001S Western Ave
Torrance, CA 90509

RECEIVED
FEB 11 2008
LEGAL DEPT.

RE: Claim Number: 30-V921-666
Date of Loss: October 5, 2007
Our Insured: [redacted]
Vehicle: Lexus, Es 350
VIN: JTHBJ46GX72[redacted]
Mileage:
Your File Number:
Insured's Deductible: $500.00

Dear James Press:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by an unintended acceleration incident resulting in damage to the insured vehicle as well as other property. The all weather mats caused the unintended acceleration as described in Recall SSC7LB received after the loss.

Our investigation indicates that LEXUS is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to LEXUS for reimbursement of $37,431.50.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the 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,

Barb Edens SF

Barbara Edens
Claim Representative
(877)457-8276 x51607, Team 60

State Farm Indemnity Company

Enclosure

FILE START

RECEIVED
NOV 13 2009
LEGAL DEPT.

LEXUS

NOV 12 2009
National
Customer Satisfaction

[redacted]
Portsmouth RI. [redacted]
November 5, 2009

Inskip Lexus
1515 Bald Hill Rd
Warwick RI. 02886

We are the owners of a 2007 Lexus ES35 vin# JTHBJ46G37Z[redacted] purchased new from Inskip Motors in Rhode Island in December of 2006.

We have had a surge problem with the vehicle from the beginning in that when removing the foot from the gas pedal to the brake the speed increases until the brake application takes over. This has been a minor annoyance; but, on the basis of Chas Gibsons evening news report on ABC (Nov. 3, 2009) regarding Toyota runaway probems with Lexus, now becomes a matter of grave concern. (To the extent that [redacted] is now afraid to drive the car).

The floor mat slipping issue was never a concern with this vehicle and was not involved at the time of notice.

We would appreciate being advised of efforts being made to solve this problem; and (perhaps more importantly) the recommended correction procedures should the loss of control occur.

Your attention would oblige.

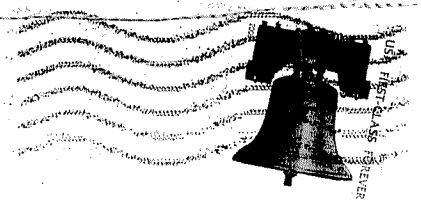
cc Atty Gen'l office Prov. RI.
c.c. Toyota Motor Sales USA inc.

[redacted]

[redacted]
Portsmouth, RI [redacted]

PROVIDENCE RI 029

'05 NOV 2009 PM 5 L



USA FIRST-CLASS FOREVER

~~Vert~~

Toyota Motor Sales USA Inc
19001 Southwestern Ave
Torrance, CA. 90509

LEXUS

NOV 12 2009

National
Customer Satisfaction

L201

90501$1106

TOY-RQ-05D-00000916

FILE START

Case Activity Report

Case # : 0911128804 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 11/18/2009 04:40:11 PM

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

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBK262X65[redacted]
MODEL YR. :	2006
MODEL :	IS 250
GRADE :	4-Dr Sedan
MODEL NUMBER :	9502
ENGINE :	4GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	60451 CROWN LEXUS
DOFU :	07/30/2006
CURRENT MONTHS :	40
CURRENT MILES :	67000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	FLEMIND
CREATED DATE :	11/18/2009 04:03:38 PM
CREATED BY :	FLEMIND
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	11/18/2009 04:40:11 PM
CLOSED BY :	FLEMIND
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	60402 LONGO LEXUS
REGION CODE - NAME :	31 - Western Area
DISTRICT :	02
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-LCY4Q	11/18/2009 03:40:31 PM / Call - Inbound	Done	FLEMIND / Tier 2B Rep	Cust sts that he has brought his vehicle to the dlr. Cust sts that the vehicle will shut off on its own and it also accelerates on its own. LCS adv cust that if a dlr can not duplicate the concern than there is nothing that Lexus can do to provide any assistance. Cust thanked LCS for the assistance.			11/18/2009 04:40:07 PM

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

TOY-RQ-05D-0000918

FILE START

LEXUS

December 15, 2009

[redacted]
Santa Barbara, CA [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 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

FedEx Shipment Receipt

Address Information

Ship to:	**Ship from:**
[redacted]	BIANCA ROSE
	Lexus Western Area
[redacted]	209 Technology Drive
SANTA BARBARA, CA	Irvine, CA
[redacted]	92618
US	US
[redacted]	9497271977

Shipping Information
Tracking number: 798223657607
Ship date: 12/15/2009
Estimated shipping charges:

Package Information
Service type: Standard Overnight
Package type: FedEx Envelope
Number of packages: 1
Total weight: 1LBS
Declared value: 0.00USD
Special Services: Residential Delivery
Pickup/Drop-off: Use an already scheduled pickup at my location

Billing Information
Bill transportation to: Sender
Your reference: BR CUS LTR
P.O. no.:
Invoice no.:
Department no.:

Thank you for shipping online with Fedex ShipManager at fedex.com.

Please Note

FedEx will not be responsible for any claim in excess of $100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss end file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or speical is limited to the greater of $100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is $500, e.g., jewelry, precious metals, negotiable instruments and other items lised in our Service Guide. Writte claims must be filed within strict time limits; Consult the applicable FedEx Service Guide for details.
The estimated shipping charge may be different than the actual charges for your shipment. Differences may occur based on actual weight, dimensions, and other factors. Consult the applicable FedEx Service Guide or the FedEx Rate Sheets for details on how shipping charges are calculated.

November 5, 2009

VIA U.S. MAIL

Ms. [redacted]
[redacted]
Santa Barbara, CA [redacted]

Re: VIN: **JTHBJ46G872**[redacted]
Vehicle's Year and Model: 2007 ES 350

Dear Ms. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2007 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]

11/5/09

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

SERVICE HISTORY

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/16/2009	0.0	DCH LEXUS OF OXNARD-(60430)		0174620	$414.54

Condition 1 — **Pay Type:** CUSTOMER PAY
Op Code Desc: MINOR SERVICE - CHANGE ENGINE OIL AND FILTER, INSPECT BRAKES, ROTATE TIRES ON AP MINOR SERVICE - CHANGE ENGINE OIL AND FILTER, INSPECT BRAKES, ROTATE TIRES ON AP ~|~MINOR SERVICE - CHANGE ENGINE OIL AND FILTER, INSPECT BRAKES, ROTATE TIRES ON APPLICABLE MODELS
SSC No. ----
Agreement ----

Condition 2 — **Pay Type:** CUSTOMER PAY
Op Code Desc: REPLACED WIPER INSERTS
REPLACED WIPER INSERTS ~|~WIPER INSERTS
SSC No. ----
Agreement ----

Condition 3 — **Pay Type:** CUSTOMER PAY
Op Code Desc: REAR BRAKE COMPLETE. REPLACE REAR BRAKE PADS, MACHINE ROTORS, CLEAN AND LUBE HAR REAR BRAKE COMPLETE. REPLACE REAR BRAKE PADS, MACHINE ROTORS, CLEAN AND LUBE HAR ~|~REAR BRAKE COMPLETE. REPLACE REAR BRAKE PADS, MACHINE ROTORS, CLEAN AND LUBE HARDWARE.
SSC No. ----
Agreement ----

Condition 4 — **Pay Type:** INTERNAL (DEALER) PAY
Op Code Desc: UNABLE TO DUPLICATE CONCERN AT THIS TIME.PLEASE SEE COMMENTS UNABLE TO DUPLICATE CONCERN AT THIS TIME.PLEASE SEE COMMENTS ~|~CUSTOMER STATES THAT INTERMITENTLY THROTTLE GETS STUCK AND VEHICLE EXCELLARATES BY ITS SELF(IT HAS OCCURED 7-8 TIMES) AT COLD/COOLER TEMPS IN MORNINGS PLEASE CHECK AND ADVISE ~|~ ~|~33173 UNABLE TO DUPLICATE CUSTOMERS CORCERN AT THIS TIME AND VEHICLE IS PERFORMING AS DESIGNED,VEHICLE WAS DRIVEN 187 MILES AT VARIOUS TIMES/TEMPS,THERE WAS A TRANSMISSION FLARE UP NOTICED BETWEEN 3-4 GEAR (NORMAL FOR THIS VEHICLE) DISTRICT REP WAS CONTAC
SSC No. ----
Agreement ----

Condition 5 — **Pay Type:** INTERNAL (DEALER) PAY
Op Code Desc: OK
OK ~|~VEHICLE WAS TOWED IN
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/29/2009	28,711	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0171215	$10.80

Condition 1 — **Pay Type:** WARRANTY PAY
Op Code Desc: OK3
OK3 ~|~LABOR CORRECTION FOR RO# 166297 ~|~OK
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/29/2009	28,711	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0166297	$3,687.40

Condition 1 — **Pay Type:** CUSTOMER PAY
Op Code Desc: 30000 MILE SERVICE NON WARRANTY
30000 MILE SERVICE NON WARRANTY ~|~30,000 MILE SERVICE. REPLACE ENGINE OIL AND FILTER, AIR CONDITIONING FILTER(ON APPLICABLE MODELS), ENGINE AIR FILTER, BRAKE FLUID, COOLANT PRE-2004 MODELS, RE-TORQUE DRIVESHAFT FLANGE BOLTS, ROTATE TIRES. LUBRICATE FRONT DRIVESHAFT BUSHINGS(LX AND GX470),
SSC No. ----
Agreement ----

Condition 2 — **Pay Type:** CUSTOMER PAY
Op Code Desc: REPAIRED/REFINISHED FRONT AND REAR BUMPER
REPAIRED/REFINISHED FRONT AND REAR BUMPER ~|~REPAIR/REFINISH FRONT AND REAR BUMPERS
SSC No. ----
Agreement ----

Condition 3 — **Pay Type:** CUSTOMER PAY
Op Code Desc: PERFORMED EFI SERVICE
PERFORMED EFI SERVICE ~|~EFI SERVICE
SSC No. ----
Agreement ----

Condition 4 — **Pay Type:** CUSTOMER PAY
Op Code Desc: INSTALLED TIRES
INSTALLED TIRES ~|~REPLACE TIRES WITH MICHELIN TIRES
SSC No. ----
Agreement ----

Condition 5 — **Pay Type:** CUSTOMER PAY
Op Code Desc: PERFORMED ALLIGNMENT
PERFORMED ALLIGNMENT ~|~ALLIGNMENT
SSC No. ----
Agreement ----

Condition 6 — **Pay Type:** WARRANTY PAY
Op Code Desc: F.DSC 1-SD (ON-VEH)
F.DSC 1-SD (ON-VEH) ~|~CUSTOMER STATES THAT WHEN BRAKING AT HIGHWAY SPEEDS STEERING WHEEL SHIMMYS PLEASE CHECK & ADVISE ~|~BRAKE PULSATION
SSC No. ----
Agreement ----

Condition 7 — **Pay Type:** WARRANTY PAY
Op Code Desc: FRONT SEAT ASSY, ONE SIDE
FRONT SEAT ASSY, ONE SIDE ~|~PASSENGER SIDE SEAT HAS BLEMISH CHECK AND ADVISE ~|~BLEMMISH IN SEAT ~|~28703 REPLACED PASSENGER LOWER SEAT BOTTOM
SSC No. ----
Agreement ----

Condition 8 — **Pay Type:** WARRANTY PAY

Op Code Desc: REPLACED SMART KEY BATTERIES
REPLACED SMART KEY BATTERIES ~|~KEY FOB BATTERIES ARE LOW CHECK AND ADVISE ~|~FAILED BATTERIES ~|~28703 REPLACED KEY BATTERIES
SSC No. ----
Agreement ----

Condition 9
Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: ESTIMATE OF $355.00 GIVEN
ESTIMATE OF $355.00 GIVEN ~|~CHROME WINDOW STRIP ON LEFT FRONT DOOR HAS SCRATCHES CHECK AND ADVISE
SSC No. ----
Agreement ----

Condition 10
Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:
DCH LEXUS OF OXNARD PROVIDES A LOANER CAR AT NO CHARGE TO YOU. PLEASE RETURN THE
DCH LEXUS OF OXNARD PROVIDES A LOANER CAR AT NO CHARGE TO YOU. PLEASE RETURN THE ~|~DCH LEXUS OF OXNARD PROVIDES A LOANER CAR AT NO CHARGE TO YOU. PLEASE RETURN THE LOANER CAR BY 6:00PM THE SAME DAY YOUR SERVICE IS COMPLETED, AND BE KIND ENOUGH TO REPLACE THE GAS YOU USE. IF THE LOANER CAR IS NOT RETURNED THE DAY OF SERVICE IS COMPLETED
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
04/29/2009	05/01/2009	28,711	DCH LEXUS OF OXNARD-(60430)	0166297	$270.00

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
04/29/2009	05/01/2009	28,711	DCH LEXUS OF OXNARD-(60430)	0166297	$64.80

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
04/29/2009	05/12/2009	28,711	DCH LEXUS OF OXNARD-(60430)	0166297	$1,532.65

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/04/2008	22,418	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0154120	$114.12

Condition 1
Pay Type: CUSTOMER PAY
Op Code Desc: 20000 MILE SERVICE NON WARRANTY-NON OEM
20000 MILE SERVICE NON WARRANTY-NON OEM ~|~20,000 MILE MAINTENANCE SERVICE**CHANGE ENGINE OIL AND FILTER**ROTATE TIRES AND INSPECT TIRE CONDITION AND PRESSURES**INSPECT FRONT AND REAR BRAKES**INSPECT: ENGINE AND A/C AIR FILTERS, STEERING LINKAGES, BALL JOINTS AND DUST COVERS, C/V BOOTS, BODY AND C ~|~ ~|~22418 FRT/REAR BRAKES ARE AT 8MM AND OK
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/28/2007	15,781	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0143265	-$1,023.47

Condition 1
Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: RO #143221 CREDITED
RO #143221 CREDITED ~|~CREDIT RO 143221 FOR PART #71073-33G80-A3(SEAT COVER)NOT INSTALLED AND ORDERED LOWER COVER
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/27/2007	15,780	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0143221	$1,237.45

Condition 1
Pay Type: CUSTOMER PAY
Op Code Desc: 15000 MILE SERVICE NON WARRANTY
15000 MILE SERVICE NON WARRANTY ~|~15,000 MI. SERVICE. CHANGE ENGINE OIL AND FILTER. INSPECT BRAKES __MM/F__MM/R PADS REMAINING. ROTATE TIRES. REPLACE A/C AIR FILTER AND TORQUE DRIVESHAFT FLANGE BOLTS(ON APPLICABLE MODELS) INSPECT FLUIDS/BELTS/TIRE PRES/UNDERCARRIDGE
SSC No. ----
Agreement ----

Condition 2
Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: ORDERED SEAT COVERS
ORDERED SEAT COVERS ~|~THERE IS A SPOT/STAIN ON PASSENGER FRONT SEAT CHECK AND ADVISE
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/12/2007	13,198	KEYES LEXUS-(60419)	SHAKENIANS, E	0062517	$56.40

Condition 1
Pay Type: WARRANTY PAY
Op Code Desc: RESER THE SUN ROOF ECU
RESER THE SUN ROOF ECU ~|~CUSTOMER STATES THAT SUNROOF ISN'T WORKING CORRECTLY ~|~FOUND SUN ROOF ECU NOT COMMUNCATING WITH MOTOR ~|~RESER THE SUN ROOF ECU
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/16/2007	11,199	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0136773	$113.59

Condition 1
Pay Type: CUSTOMER PAY
Op Code Desc: 10000 MILE SERVICE NON WARRANTY-NON OEM
10000 MILE SERVICE NON WARRANTY-NON OEM ~|~10,000 MILE MAINTENANCE SERVICE**CHANGE ENGINE OIL AND FILTER**ROTATE TIRES AND INSPECT TIRE CONDITION AND PRESSURES**INSPECT FRONT AND REAR BRAKES**INSPECT: ENGINE AND A/C AIR FILTERS,
SSC No. ----
Agreement ----

TOY-RQ-05D-00000925

STEERING LINKAGES, BALL JOINTS AND DUST COVERS, C/V BBOOTS, BODY AND ~|~ ~|~FRONT BRAKES ARE AT 10MM AND REAR AT 9MM

Condition 2
Op Code Desc: REPLACED LEFT REAR WHEEL CAP
REPLACED LEFT REAR WHEEL CAP ~|~LEFT REAR CENTER CAP MISSING PLEASE REPLACE
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 3
Op Code Desc: CLEANED FRONT SEATS TO THE BEST OF ABILITY
CLEANED FRONT SEATS TO THE BEST OF ABILITY ~|~CLEAN FRONT SEATS PLEASE
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 4
Op Code Desc: RIDE GIVEN
RIDE GIVEN ~|~CUSTOMER NEEDS RIDE TO WORK
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	12/11/2006	5,126	DCH LEXUS OF OXNARD-(60430)	HOLMES, R	0124989	$166.75

Condition 1
Op Code Desc: MISCELLANEOUS TRIM CONCERN
MISCELLANEOUS TRIM CONCERN ~|~QUALITY
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	11/07/2006	5,125	DCH LEXUS OF OXNARD-(60430)	RUPARELIA, P	0123415	$104.64

Condition 1
Op Code Desc: 5,000 MILE SERVICE
5,000 MILE SERVICE ~|~5,000 MILE SERVICE. ENGINE OIL AND FILTER CHANGE,INSPECT BRAKES, ROTATE TIRES, INSPECT FLUID LEVELS, BELTS, HOSES, TIRE PRESSURES AND UNDERCARRIDGE ~|~5K
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2
Op Code Desc: LEXUS PERSONALIZED SETTINGS
LEXUS PERSONALIZED SETTINGS ~|~LEXUS PERSONALIZED SETTINGS ~|~CBEST
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

Condition 3
Op Code Desc: OTHER INSPECTION
OTHER INSPECTION ~|~CUSTOMER NEEDS A RIDE TO HER MEETING
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	10/14/2006	4,495	DCH LEXUS OF OXNARD-(60430)	JOSEPH, S	0122255	$115.68

Condition 1
Op Code Desc: OK
OK ~|~PLEASE APPLY TST PROTECTANT
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 2
Op Code Desc: FIXED HOLE
FIXED HOLE ~|~CUSTOMER STATES THAT THERE IS A HOLE ON THE SHIFTER CONSOLE - PASSENGER SIDE - PLEASE CHECK AND ADVISE
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 3
Op Code Desc: INSTALLED CAP
INSTALLED CAP ~|~R/F WHEEL MISSING CENTER CAP - PLEASE PROVIDE
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 4
Op Code Desc: REPLACED KEY
REPLACED KEY ~|~CUSTOMER STATES THAT THE KEY FOB MISSING METAL KEY PORTION - PLEASE CHECK AND ADVISE
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 5
Op Code Desc: OK
OK ~|~PLEASE CLEAN ALL FLOORMATS
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 6
Op Code Desc: OK
OK ~|~PICK-UP AND DELIVERY FEE $60.00 WAIVED
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 7
Op Code Desc: OK
OK ~|~DCH LEXUS OF OXNARD PROVIDES A LOANER CAR AT NO CHARGE TO YOU. PLEASE RETURN THE LOANER CAR BY 6:00PM THE SAME DAY YOUR SERVICE IS COMPLETED, AND BE KIND ENOUGH TO REPLACE THE GAS YOU USE. IF THE LOANER CAR IS NOT RETURNED THE DAY OF SERVICE IS COMPLETED
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	08/29/2006	260	DCH LEXUS OF OXNARD-(60430)	PHAM, P	0120129	$246.00

Condition 1
Pay Type: INTERNAL (DEALER) PAY

Op Code Desc: STATE INSPECTION
STATE INSPECTION ~|~SAFETY ONLY
SSC No. ----
Agreement ----
Pay Type: INTERNAL (DEALER) PAY

Condition 2

Op Code Desc: GAS
GAS ~|~GAS
SSC No. ----
Agreement ----
Pay Type: INTERNAL (DEALER) PAY

Condition 3

Op Code Desc: COMPLETE INTERIOR AND EXTERIOR DETAIL
COMPLETE INTERIOR AND EXTERIOR DETAIL ~|~COMPLETE INTERIOR AND EXTERIOR DETAIL
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/25/2006	300	KEYES LEXUS-(60419)		0014077	$303.75

Condition 1

Op Code Desc: SUBLET TO A1 AUTO BODY TO REPAIR AND PAINT
SUBLET TO A1 AUTO BODY TO REPAIR AND PAINT ~|~FRT BUMPER LOT DAMAGE SUBLET TO A-1 AUTO BODY PER ALLAN P ~|~FRT BUMPER LOT DAMAGE ~|~SUBLET TO A1 AUTO BODY TO REPAIR AND PAINT
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/05/2006	213	KEYES LEXUS-(60419)	MCDONNELL, E	0098794	$475.00

Condition 1

Op Code Desc: OTHER INSPECTION - OTH
OTHER INSPECTION - OTH ~|~INSTALL SPOILER PER SAFI ~|~COMPLETED ~|~OTHER INSPECTION - OTH
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/01/2006	213	KEYES LEXUS-(60419)	MCDONNELL, E	0098794	$368.75

Condition 1

Op Code Desc: OTHER INSPECTION - OTH
OTHER INSPECTION - OTH ~|~INSTALL SPOILER PER SAFI ~|~COMPLETED ~|~OTHER INSPECTION - OTH
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/12/2006	13	KEYES LEXUS-(60419)	ALMEIDA, E	0096932	$37.60

Condition 1

Op Code Desc: LEXUS PERSONALIZED SETTINGS - RNR
LEXUS PERSONALIZED SETTINGS - RNR ~|~PERFORMED LPS PER CUSTOMER ~|~COMPLETED ~|~LEXUS PERSONALIZED SETTINGS - RNR
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/29/2006	10	KEYES LEXUS-(60419)	ALMEIDA, E	0095599	$1,394.40

Condition 1

Op Code Desc: COMPLETED
COMPLETED ~|~PERFORM PREDELIVERY INSPECTION ~|~C ~|~COMPLETED
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

Condition 2

Op Code Desc: COMPLETED
COMPLETED ~|~INSTALL FRAMES AND INSERTS (INTERNAL) ~|~C ~|~COMPLETED
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 3

Op Code Desc: COMPLETED
COMPLETED ~|~WASH CAR (INTERNAL) ~|~C ~|~COMPLETED
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

Condition 4

Op Code Desc: COMPLETED
COMPLETED ~|~INSTALL CHROME WHEELS ~|~C ~|~COMPLETED
Pay Type: INTERNAL (DEALER) PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/24/2006	0.0	TLS OPERATIONS MGR/MS-03-(60496)		A217961	$19.00

Condition 1

Op Code Desc:
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
----	04/24/2006	0.0	TLS OPERATIONS MGR/MS-03-(60496)		A215126	$9.50

Condition 1

Op Code Desc:
Pay Type: WARRANTY PAY
SSC No. ----
Agreement ----

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
04/24/2006	09/19/2006	0.0	TLS OPERATIONS MGR/MS-03-(60496)	--------	$19.00

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. No.	R.O. Total
04/24/2006	08/17/2006	0.0	TLS OPERATIONS MGR/MS-03-(60496)	--------	$9.50

Greg Ball [redacted] FCPP 2009

2008 Highlander

2008 Highlander [redacted]

12/11/09 - Am Called Mrs [redacted] left (called her work) message she is a Teacher. Inform her inspection has been Done. Left message at Home. Pm 12/11/09 2:34

1/12/10 - Forward Tms, legal SC

12/11/09 original

Case Activity Report

Case # : 0911130725 **Case Type :** ACCIDENT **Owner's Group :** Field

Brand : Toyota **Case/Activity Last Updated :** 12/11/2009 07:21:22 AM

Case Title : PRODUCT ; FCRP ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTEDS43A182[redacted]
MODEL YR. :	2008
MODEL :	HIGHLANDER SPORT
GRADE :	Sport (V6)
MODEL NUMBER :	6950
ENGINE :	2GR
TRANSMISSION :	5ECT
SELLING DEALER CODE & NAME :	04636 POWER TOYOTA CERRITOS
DOFU :	08/18/2007
CURRENT MONTHS :	27
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	Assigned
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	BOYDK1
CREATED DATE :	11/19/2009 05:25:25 PM
CREATED BY :	WINGB1
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	
CLOSED BY :	
CLOSER'S GROUP :	

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	04636 POWER TOYOTA CERRITOS
REGION CODE - NAME :	11 - Los Angeles
DISTRICT :	01
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-00000930

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-LO0CX	11/19/2009 05:18:44 PM / Call - Inbound	Done	WINGB1 / Tier 2A Rep	Caller sts: has '08 Highlander as [redacted] was driving veh on Nov. 19,2009 and veh had speed up to 100mph on freeway. Customer was able to put veh in neutral and put the emergency brake on veh and took veh to Toy of Cerritos. Caller was adv by dlr to leave veh over night to be inspected by dlr why dlr took off by itself. Caller was asking for loaner veh for the night but dlr was able to provide veh and asked CEC to see if veh would be avail for caller's husband. NCR apol, adv case nbr, Case Mgr c/b 1 b/d.			11/19/2009 05:32:01 PM
1-LO0D5	11/19/2009 05:30:11 PM / Call - Outbound	Done	WINGB1 / Tier 2A Rep	NCR phoned Toy of Cerritos and spoke to Loretta in svc dept who adv caller no loaner veh were able since svc mgr was not around but was going to give caller a ride home on the courtesy shuttle.			11/19/2009 05:31:17 PM
1-LT2LV	11/21/2009 12:50:14 PM / Escalation	Done	SMELCEL / Tier 2B Supervisor	cllr sts has not rcvd a follow up call as promised. Cllr sts dlr adv veh needs to pick up today because they have found no concerns with veh. Cllr sts fls brakes have been comprised due to concern. Cllr sts dlr adv brakes have been severely overheated, however veh is still drivable. Cllr sts dlr adv Factory Rep came and inspected veh, and determined brakes were overheated due to way veh was stopped. Cllr sts dlr refused to replace brakes on veh. Cllr sks to speak with CM. NCR apol and adv cllr will have either CM or sup c/b w/in 1 B/D. Cllr sts CM has lost all creditbility with her and would prefer to have sup return call. Cllr sts also wishes to have documentated there were no floor mats in veh and dlr noted there was wrinkle in veh carpet.	forwarding to MSherri for handling.		11/21/2009 01:38:23 PM
1-LSOVV	11/21/2009 01:38:32 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	Please follow up with the customer and adv is a supervisor c/b is still needed. thanks.			11/23/2009 10:17:40 AM
1-LUJIL	11/23/2009 08:07:07 AM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	*CALL DLR AND VERIFY DLR INSPECTION/ CALL CUST*		11/23/2009 04:07:00 PM	11/23/2009 01:31:49 PM
1-LUJIP	11/23/2009 08:41:32 AM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	OUTGOING DLR CALL: POWER TOYOTA CERRITOS CM called dlr in order to speak w/ dlr svc manager. CM was adv by receptionist the svc manager will be out majority of the day in a business meeting and adv Sam Ash dlr ASM is covering. dlr transferred call to dlr ASM. CM adv dlr ASM was not avail and CM left a detailed message regards to case#, cust last (8) of VIN, cust name. CM adv was seeking clarification of dlr's inspection. CM adv direct ph# for a dlr call back.			11/23/2009 08:47:58 AM

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TOY-RQ-05D-00000931

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-LVO3M	11/23/2009 10:08:04 AM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	INBOUND DLR CALL: POWER TOYOTA CERRITOS dlr ASM Sam Ash called and left a v/m to indicate their DSPM is aware of cust concern w/ their veh. dlr adv their FTS Greg Ball did complete a road test on veh and documented cust concern. dlr adv ph# 562-254-3289			11/23/2009 10:09:48 AM
1-LVO3Q	11/23/2009 10:10:07 AM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	FLOOR MATS OUTGOING DLR CALL: POWER TOYOTA CERRITOS CM called dlr and spoke w/ Sam Ash. CM inquired what was the FTS final analysis. dlr adv the FTS adv the veh was operating as designed and adv the brakes are cust responsibility. dlr adv cust veh had factory mats in their veh and called their DSPM to advise because of the floor mats. dlr adv per cust did drive veh after the issue w/ acceleration went to work and then drove to a doctors appointment in which dlr felt cust was comfortable driving veh. dlr adv he noticed impression from an aftermarket onto the floor mat, but is unsure if the mats were moved prior to the incident or after the incident. dlr adv they did see they after market floor mats located in their veh and did take pictures of the floor. dlr adv they did notice the brakes were overheated, but are still serviceable. dlr adv they would like to call their DSPM prior to CM calling cust to give their DSPM the FTS conclusion. CM adv will wait for dlr c/b, but adv cust is waiting for a c/b by eob today.			11/23/2009 10:39:05 AM
1-LXM8C	11/23/2009 01:27:06 PM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	OUTGOING CUST CALL: CM called cust at ph# [redacted] ncr adv cust not avail @ contact #. ncr left v/m: provided brief reason for call, case #, and contact info for case mgr (John Ashby 800# & Ext 73843 avail. 5:30-2:00pm PST). CM called cust alt ph# [redacted] x [redacted] CM adv phone rang 10 times and CM was unable to to leave a v/m.			11/23/2009 01:31:39 PM
1-LXM8G	11/23/2009 01:31:51 PM / Request Action	Done	ASHBYJ / Tier 2A Rep	*CALL CUST AND ADVISE FTS INVOLVEMENT AND DECISION*		11/24/2009 01:36:00 PM	11/24/2009 03:13:55 PM
1-LWIGQ	11/23/2009 02:18:24 PM / Call - Inbound	Done	SANCHEM2 / Tier 1 Rep	Cust seeking to speak with case managers supervisor. NCR apol and transferred to tier 2. Cust thanked.			11/23/2009 02:20:20 PM

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TOY-RQ-05D-00000932

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-LX3SI	11/23/2009 02:19:59 PM / Call - Inbound	Done	ASHBYJ / Tier 2A Rep	Customer (Mrs. [redacted] seeks to speak with the JAshby. Sts she received his voicemail today and is returning his call. Sts if he is not available she would like to speak with his supervisor. NCR apologized and advised per sametime that JAshby is not available but would call back with in 1 b/d. NCR advised customer a supervisor call back could also be scheduled but she would receive a call back with in 1 b/d. Customer seeks call back to home [redacted] Sts she is available tomorrow 2-5 pm PST	CM CALLED CUST AND LEFT A V/M		11/23/2009 03:17:57 PM
1-LYUXK	11/23/2009 03:05:16 PM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	OUTGOING CUST CALL: CM called cust at ph# [redacted] ncr adv cust not avail @ contact #. ncr left v/m: provided brief reason for call, case #, and contact info for case mgr (John Ashby 800# & Ext 73843 avail. 5:30-2:00pm PST).			11/23/2009 03:17:33 PM
1-M0TLH	11/24/2009 03:10:49 PM / Call - Outbound	Done	ASHBYJ / Tier 2A Rep	OUTGOING CUST CALL: CM called cust at ph# [redacted] ncr adv cust not avail @ contact #. ncr left v/m: provided brief reason for call, case #, and contact info for case mgr (John Ashby 800# & Ext 73843 avail. 5:30-2:00pm PST). CM called ph# [redacted] CM adv allowed ph# to ring (12) times and no answer and CM was unable to leave a v/m			11/24/2009 04:13:14 PM
1-M0TLL	11/24/2009 03:14:24 PM / Request Action	Done	SHERRIM / Tier 2B Rep	*CALL CUST AND ADVISE FTS INVOLVEMENT AND DECISION*		11/30/2009 03:14:00 PM	11/30/2009 11:07:35 AM
1-MA0N7	11/30/2009 11:07:41 AM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO DLR-Pwr Toy Cerritos NCR clld Svc Director, Cindy Pirtle, to obtain veh info and verify FTS involvement. Svc director not avail. NCR left v/m: provided brief reason for call, name of cust, veh MY, VIN #, requested a c/b @ contact #310-468-9553 (MSherri) & hours of avail (8-5 PM PST).		11/30/2009 02:08:00 PM	11/30/2009 04:44:22 PM

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TOY-RQ-05D-00000933

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ME5LM	11/30/2009 04:45:41 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to provide update. Cust not avail at contact number. NCR left voice message on primary phone: provided brief reason for call, case # & CEC contact number 800-331-4331x73849 & contact hours (6:00am-5:00pm PST) for case mgr (MSherri); adv NCR will call cust within 1 b/d.			11/30/2009 04:47:07 PM
ME5LS	11/30/2009 04:47:12 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to verify desired outcome; provide update. Cust not avail at contact number. NCR left voice message on primary phone: provided brief reason for call, case # & CEC contact number 800-331-4331x73849 & contact hours (8:00am-5:00pm PST) for case mgr (MSherri); adv NCR will call cust within 1 b/d.		12/1/2009 04:49:00 PM	12/3/2009 03:45:07 PM
1-MRQ6G	12/2/2009 04:39:06 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	Customer (Mrs. [redacted]) seeks to speak with the JAshby. NCR apologized and advised per sametime that JAshby is not available but would call back with in 1 b/d. NCR advised customer JAhsby is available from5:30-2:00pm PST. Caller thanked. Customer seeks call back to work# [redacted] ext [redacted] available there from 8:30-2:30pm PST. Sts if she is not available if CM can please call back with in a few minutes since she is at work when CM is scheduled to work and arrives home once CM has left for the day.			12/3/2009 03:40:23 PM
MW01H	12/3/2009 03:45:15 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to verify desired outcome; provide update. Cust not avail at contact #. NCR left v/m and adv will c/b by middle of next week.		12/4/2009 03:45:00 PM	12/4/2009 12:23:57 PM

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TOY-RQ-05D-00000934

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-MW5TA	12/4/2009 12:24:03 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to verify desired outcome; provide update. Cust not avail; NCR left v/m; adv will c/b within 1 b/d.		12/8/2009 12:24:00 PM	12/8/2009 04:59:02 PM
1-N4QDD	12/7/2009 01:11:34 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	Customer sks to speak to JAshby. Customer sts requested a sup c/b before and no one ever c/b. Sts is upset that she can not get any assistance. Customer would like a c/b today. NCR apol and adv JAshby is unavailable. NCR adv will request for a c/b in 1 b/d. NCR adv MSherri is her case manager and will request for a c/b. NCR adv can not guarantee a c/b for today. Customer sts MSherri can call after 4:30pm.			12/8/2009 04:57:33 PM
1-NEE93	12/8/2009 04:59:12 PM / Call - Outbound	Done	SHERRIM / Tier 2B Rep	OUTGOING CALL TO CUST NCR clld cust to verify desired outcome; provide update. [redacted] sts: she fls there is something wrong with computer &and burned. The brakes were severly overheated and she fls they will not last as long as they would have if this didn't happen. She wants Toy to install new brakes b/c it should not have happened. She wants some reassurance b/c there are over 1,000 cases reported; fls cond not related to her carpet floor mats; she is very sure about it. They were in place but they were not near the pedal. Her concern is that the veh accelerated on it's own and there was nothing her husband could do about it; it went up to about 100 mph. She fls there is a glitch in the throttle. She is not sure about veh mileage. She wants to know what Toy is going to do about concern. She did not have veh while her veh was in the shop & didn't get a loaner veh. She is not confident w/quality of veh.		12/9/2009 04:59:00 PM	12/10/2009 04:36:06 PM

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

TOY-RQ-05D-0000935

Case Activity Report

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				NCR apol & adv veh is not involved in SSC 90L; adv all concerns are taken seriously; adv case has been forwarded to Legal dept and they will provide a written response; adv request for replacement brakes added to file; adv no guarantee of asstnc; provided contact info for LCS (b/c cust said she has Lexus veh & may want to address concerns w/them). She would like a c/b within 1 week. NCR agreed; adv updates are not provided to case mgr; adv will c/b.			
-NIJZ2	12/9/2009 11:36:15 AM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	Cust wife [redacted]lld sts would like to speak to case mgr, sts is upset has not rcvd c/b, sts requested a sup c/b before and no one ever c/b. Sts is upset that she can not get any assistance. Customer would like a c/b today before 2:30pm at work # [redacted] NCR apol and adv case mgr is unavailable. adv per will request for a c/b in 1 b/d. can not guarantee a c/b for today. verified cust contact info			12/10/2009 03:44:12 PM
1-NYXC2	12/10/2009 03:46:24 PM / Call - Inbound	Done	SHERRIM / Tier 2B Rep	VOICE MESSAGE FROM DLR-Pwr Toy Cerritos Svc Director, CPirtle, sts: FTS inspected veh b/c husband said the accelerator stuck. FTS was not able to find abnormal cond, cust upset b/c Toy searched his veh.			12/10/2009 03:52:36 PM
1-NYXC8	12/10/2009 04:36:24 PM / Call - Outbound	Open	SHERRIM / Tier 2B Rep	OUTGOING CALL TO LEGAL NCR clld THiga to verify if ltr sent to cust.		12/17/2009 04:36:00 PM	
1-NYXE0	12/10/2009 04:59:38 PM / Notes	Done	SHERRIM / Tier 2B Rep	FCRP ***Veh already inspected by FTS on 11/27/09 @ Pwr Toy Cerritos, r/o 690756 *** LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.			12/10/2009 05:06:24 PM

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

TOY-RQ-05D-00000936

FILE START

To whom it may concern:

This is a unique situation and I have contacted my insurance company, the Wrentham courthouse (who both told me to contact the registry), an attorney and Toyota corporate who told me to write you a letter. My attorney will do a follow up letter to you if need be.

I was cited in 10/ 2005 (#M2392022), had a hearing 12/20/05 and did an appeal 1/20/2006. I have since been surcharged and paid additional premiums. Totals all have been paid and came to 870!

This situation had to do with what has since been in the news heavily and there were recalls regarding the danger of slipping floor mats and jamming accelerator pedals. This is EXACTLY what happened to me in the Lexus I was in(I have had 3 leases with you and have an excellent record and this was lease #2) a I explained and showed the mats (mats the Herb Chambers dealership had GIVEN me). I explained it to the officer and he said" just appeal" etc. My citation (and I was not speeding) went from $100 to 190 at the hearing which I also paid 20.00 for. The total paid out was 210 to DMV and total surcharge and extra premium of 650! I paid all of this and want to be reimbursed and have this off my record .This is like reopening an appeal if this makes sense. Since this was already appealed and now clearly proven that this was not my error but as the attorney stated it "a vehicle fault. I am seeking Lexus out to "make this right" and "to step up to the plate". I seek reimbursement want the registry to remove this from my record. In good faith I am still a Lexus customer and now need to decide what will be my next vehicle.

Articles and the news are clear there were recalls and a fatal crash (involving a highway patrol officer).You could say I was lucky though scared out of my mind when this happened to me!

This happened with my 2nd lease and I am in my 3rd. I am always sent countless emails, letters and receive phone calls how they want my vehicle and will buy me out of my lease etc. This last time when I called and spoke to sales they said no I had to stay in my lease. It was to be up in December. Contacted Toyota/Lexus financial about my disappointment. I did a 2 month deferral and because of my excellent history had no fees. This lease is up in February now and I have spoken with sales. This is the first time I could not get into another Lexus prior to the lease end and the first time I had to buy 4 new tires (which I JUST did). I need to make some decisions as to whether I will stay with "my Lexus family" as well as whether I will continue to refer clients of mine to the dealership and keep praising the Lexus brand.

I was also looking to pay less monthly and thought if I tried an IS instead of the 330-350 it may have been less.

Please respond to me and advise. Thank you.

Sincerely,

[redacted]

[redacted]

Sharon, MA [redacted]

RECEIVED
NOV 25 2009
LEGAL DEPT.

TOYOTA

Ted Cowles
Direct Phone (310) 468-7208
Fax (310) 381-6317

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

January 27, 2010

[redacted]
Sharon, MA [redacted]

RE: Date of Loss: October, 2005
Vehicle: Unknown
VIN #: Unknown

Dear Ms. [redacted]

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

It is our understanding that you were driving and the vehicle accelerated and you received a speeding ticket.

This alleged incident occurred over 4 years ago and there is no way at this time to determine the validity of your concern. The vehicle should have been inspected when this occurred. Toyota may have then been able to determine the cause and provide the necessary data to facilitate handling of this matter. This vehicle is no longer in your possession and the fact your vehicle is not included in the current Safety Service Campaign involving floor mats/ unintended acceleration would indicate that this incident was not the result of this issue.

We are very sorry about this most unfortunate incident; however we cannot honor this allegation as stated above. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

T Cowles

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

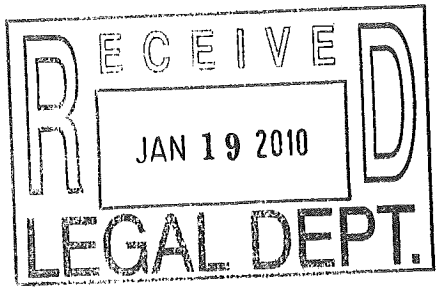
CC: Leonard Eskenas

Eskenas & Kaplan, P.C.

Counselors at Law
Leonard A. Eskenas
Alan S. Kaplan

Of Counsel
Georgia S. Curtis

January 11, 2010



TMS Claims
Mail Drop HQ 11
19001 South Western Avenue
Torrence, CA 90501

RE: [redacted]
[redacted]
Sharon, MA [redacted]

Dear Sir/Madam:

Please be advised that this office has been retained by the above-named individual in her claim for reimbursement for Court costs, Insurance premium costs, and Surcharge costs accrued as a result of a speeding violation assessed against her in October, 2005. My purpose in writing to your office is to follow up correspondence that was directed to your office by Ms. [redacted]

I am informed by our client that as she was driving, the floor mats slipped, thus jamming the accelerator pedals. At the time of this incident, Ms. [redacted] considered the violation to be her fault, although she did appear in Court to contest the violation. She was found guilty and paid not only the fine, but also has since been charged additional automobile insurance premiums and surcharge costs. They total Eight Hundred Sixty ($860.00) Dollars. Ms. [redacted] was driving a Lexus, which was the second lease that she had contracted for. She has since entered into a third lease for a Lexus. She subsequently became aware of the recall and warnings to Toyota owners to remove the floor mats, in order to prevent potential throttle "entrapment" that can equate to uncontrolled acceleration. She has provided me numerous Consumer and On-Line Reports of Toyota and Lexus vehicles that dealt directly with the unintended acceleration program.

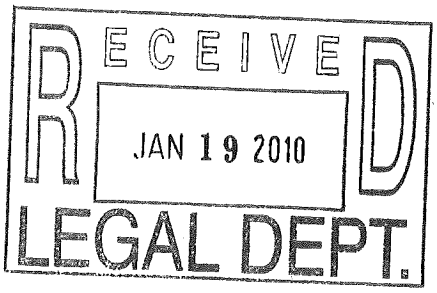
I therefore seek in her behalf correspondence from your office acknowledging this problem as well as the reimbursement of Eight Hundred Sixty ($860.00) Dollars.

Very Truly Yours,

Leonard A. Eskenas

Cc: [redacted]

1300 Belmont Street • Suite 202 • Brockton, Massachusetts 02301 • Telephone (508) 583-1130 • Fax (508) 587-9848
200 Main Street • Falmouth, Massachusetts 02540 • Telephone (508) 540-3434 • Fax (508) 540-2992
E-Mail: ESKENAS-KAPLAN@comcast.net



January 12, 2010

To whom it may concern:

This is my third letter and is a follow up to my letters as well as one that my attorney has sent to you. Please see all the enclosed documents. Please note I am in my fourth lease with you(as it was incorrectly stated in my first letter and then copied incorrectly) I am in my fourth lease which is up this coming month and I am deciding what I am going to do about the car I am in presently. The car that is referenced to on the letters with the floor matt issue lease number 3. We all know this is still currently in the news and being dealt with by Toyota and Lexus.

I have not heard at all from your company so I am attempting contact once again and I hope to hear from you immediately as it will probably have an effect on my next vehicle decision. I have had many discussions with the sales as well as the service people I know at Herb Chambers in Sharon, Ma. and a decision will be made soon. I am going over all of my options.

I thank you in advance for your consideration and cooperation.

Sincerely,

[redacted]

Eskenas & Kaplan, P.C.

Counselors at Law
Leonard A. Eskenas
Alan S. Kaplan

Of Counsel
Georgia S. Curtis

January 11, 2010

TMS Claims
Mail Drop HQ 11
19001 South Western Avenue
Torrence, CA 90501

RE: [redacted]
Sharon, MA [redacted]

Dear Sir/Madam:

Please be advised that this office has been retained by the above-named individual in her claim for reimbursement for Court costs, Insurance premium costs, and Surcharge costs accrued as a result of a speeding violation assessed against her in October, 2005. My purpose in writing to your office is to follow up correspondence that was directed to your office by Ms. [redacted].

I am informed by our client that as she was driving, the floor mats slipped, thus jamming the accelerator pedals. At the time of this incident, Ms. [redacted] considered the violation to be her fault, although she did appear in Court to contest the violation. She was found guilty and paid not only the fine, but also has since been charged additional automobile insurance premiums and surcharge costs. They total Eight Hundred Sixty ($860.00) Dollars. Ms. [redacted] was driving a Lexus, which was the second lease that she had contracted for. She has since entered into a third lease for a Lexus. She subsequently became aware of the recall and warnings to Toyota owners to remove the floor mats, in order to prevent potential throttle "entrapment" that can equate to uncontrolled acceleration. She has provided me numerous Consumer and On-Line Reports of Toyota and Lexus vehicles that dealt directly with the unintended acceleration program.

I therefore seek in her behalf correspondence from your office acknowledging this problem as well as the reimbursement of Eight Hundred Sixty ($860.00) Dollars.

Very Truly Yours,

Leonard A. Eskenas

Cc: [redacted]

1300 Belmont Street • Suite 202 • Brockton, Massachusetts 02301 • Telephone (508) 583-1130 • Fax (508) 587-9848
200 Main Street • Falmouth, Massachusetts 02540 • Telephone (508) 540-3434 • Fax (508) 540-2992
E-Mail: ESKENAS-KAPLAN@comcast.net

December 4, 2009

To whom it may concern,

I recently sent you a letter concerning the unique situation I found myself in with a 2004 Lexus that I was leasing. I was never satisfied with the results of a hearing and an appeal I had in 2005 and 2006 as the issue was due to the vehicle error and not mine. I will review the facts in this second letter to you, but want to first point out that I incorrectly stated I had 3 leases with you when in fact I have had 4 and this occurrence happened with my 3rd lease and I am now in my 4th. My attorney has this information as well as numerous articles and the facts from the recent news of (your FINALLY announcing) recalls and the redesigning of the accelerator pedals. This took way too long and should have been addressed years ago. I was scared out of my mind, but paid 870.00 due to vehicle error and at least not with my life!

In my prior letter I stated that I contacted the Wrentham, Ma. Courthouse and my insurance company and both of them told me to contact the registry of motor vehicles. The registry suggested I contact my attorney and you since this were already a heard (and recorded) case. When I contacted Toyota Corporate offices they suggested I write you a letter which I did.

As I explained in the prior letter in November I was cited in 10/2005 (#M2392022), had a hearing 12/20/05 and an appeal 1/20/2006. I paid all surcharges and additional premiums. The totals paid were 870.00! I was inconvenienced and treated like I did something wrong and I repeatedly explained (with the all season mats Herb Chambers GAVE me) that the mat got stuck and I was scared to death!

This has been in the news a long time and more recently quite heavily. Finally recalls and redesigning are happening. This danger of slipping floor mats and jamming accelerator pedals should never been ignored. This is EXACTLY what happened to me and I explained it to the officer who said "well I wrote up the citation already so just appeal it". My citation (and I was not speeding) was not dismissed. I paid a total of 210 to the DMV and a total surcharge and extra premium of 650. I paid all of this and want reimbursement and have this removed from my driving record. Only the registry can remove this from my record and I seek Toyota/Lexus to "step up to the plate". Since this is unique and also like reopening an appeal I seek your assistance. This situation should not have happened and facts prove that (as my attorney explained to me) this is not my error, but a vehicle error or fault. I am seeking Toyota/Lexus to make this right. I have had 4 leases and have an excellent history with you and once more now need to decide what my next vehicle will be. In good faith I have remained a Lexus customer, but need to see action taken before I decide what I will do next.

Articles and the news make it very clear that this is a serious situation and it took a highway patrol officer's fatal crash in his Lexus to get attention. How unfortunate and unnecessary!

In my prior letter I also mentioned how this was the first time I was disappointed in not being able to get into another vehicle after being bombarded with emails, calls and letters stating my car was in demand and I should contact the dealership about a " turn in". This was the first time when I made the calls and inquiries I was told "no, no turn in now". I called Toyota financial several times and expressed my disappointment. I just bought 4 new tires for a car I will be turning in soon. I had also stated I need to

make some decisions as to whether I will stay with "My Lexus family" as well as whether I will continue to refer clients of mine to the dealership and keep praising the Lexus brand.

I have had the following 4 leases all ES 300 or 330's. I have been a devoted and faithful customer and I await your immediate response.

My leases with you: 1998, 2001, 2004 and currently 2006.

Please respond and advise. Thank you.

Sincerely,'

[redacted] and [redacted]

To whom it may concern:

This is a unique situation and I have contacted my insurance company, the Wrentham courthouse (who both told me to contact the registry), an attorney and Toyota corporate who told me to write you a letter. My attorney will do a follow up letter to you if need be.

I was cited in 10/ 2005 (#M2392022), had a hearing 12/20/05 and did an appeal 1/20/2006. I have since been surcharged and paid additional premiums. Totals all have been paid and came to 860!

This situation had to do with what has since been in the news heavily and there were recalls regarding the danger of slipping floor mats and jamming accelerator pedals. This is EXACTLY what happened to me in the Lexus I was in(I have had 3 leases with you and have an excellent record and this was lease #2) I explained and showed the mats (mats the Herb Chambers dealership had GIVEN me). I explained it to the officer and he said" just appeal" etc. My citation (and I was not speeding) went from $100 to 190 at the hearing which I also paid 20.00 for. The total paid out was 210 to DMV and total surcharge and extra premium of 650! I paid all of this and want to be reimbursed and have this off my record .This is like reopening an appeal if this makes sense. Since this was already appealed and now clearly proven that this was not my error but as the attorney stated it "a vehicle fault. I am seeking Lexus out to "make this right" and "to step up to the plate". I seek reimbursement want the registry to remove this from my record. In good faith I am still a Lexus customer and now need to decide what will be my next vehicle.

Articles and the news are clear there were recalls and a fatal crash (involving a highway patrol officer).You could say I was lucky though scared out of my mind when this happened to me!

This happened with my 2nd 3rd lease and I am in my 3rd 4th. I am always sent countless emails, letters and receive phone calls how they want my vehicle and will buy me out of my lease etc. This last time when I called and spoke to sales they said no I had to stay in my lease. It was to be up in December. Contacted Toyota/Lexus financial about my disappointment. I did a 2 month deferral and because of my excellent history had no fees. This lease is up in February now and I have spoken with sales. This is the first time I could not get into another Lexus prior to the lease end and the first time I had to buy 4 new tires (which I JUST did). I need to make some decisions as to whether I will stay with "my Lexus family" as well as whether I will continue to refer clients of mine to the dealership and keep praising the Lexus brand.

I was also looking to pay less monthly and thought if I tried an IS instead of the 330-350 it may have been less.

Please respond to me and advise. Thank you.

Sincerely

[redacted]

1998
2001
2004
2006

[redacted]

EASTERN AREA

open

TOY-RQ-05D-00000946

Case Activity Report

Case # : 0912104001 **Case Type :** LEMON LAW - OTHER **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 12/7/2009 02:18:31 PM

Case Title : PRODUCT ; PRODUCT QUALITY/RELIABILITY ; DRIVEABILITY ; DRIVING RESPONSE

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBL46F975[redacted]
MODEL YR. :	2007
MODEL :	LS 460
GRADE :	4-Dr Sedan
MODEL NUMBER :	9100
ENGINE :	3UZ
TRANSMISSION :	8ECTI
SELLING DEALER CODE & NAME :	63109 RAY CATENA LEXUS
DOFU :	04/16/2007
CURRENT MONTHS :	32
CURRENT MILES :	20000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	RICCIG
CREATED DATE :	12/2/2009 01:09:14 PM
CREATED BY :	JILANIM
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	12/7/2009 02:18:31 PM
CLOSED BY :	RICCIG
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	63105 RALLYE LEXUS
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-MKJGK	12/2/2009 11:14:52 AM / Call - Inbound	Done	JILANIM / Central Rep	Cust owns a '07 LS 460. Cust adv that he is a loyal Lexus cust. Cust adv that 3 weeks ago while veh was at a stop, veh started to surge. Cust adv that issue occured 2x that day. Cust adv that he took veh the following day (Mon) and veh was at the dlr for 8 days. Dlr inspected veh but could not duplicate concerns. Dlr adv that an FTS will be inspecting the cust's veh. FTS inspected veh and adv that veh was operating normal. Cust adv that his wife will not drive the veh.			12/2/2009 01:10:24 PM

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

TOY-RQ-05D-00000947

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Cust adv that he is upset that dlr was not able to find any issues with his veh. Cust adv that he is not happy with the veh. Cust adv that he adv dlr that he wants to get rid of the veh. He adv that the SM is aware of concerns. Cust adv that he told the dlr that he wanted to trade veh for a 2010 LS but adv that the trade in was not good enough. Cust would like Lexus to buy back his veh. Apol for concerns and adv that a dept spec will contact him within 2 b/d's.			
1-N436C	12/7/2009 01:43:52 PM / Call - Outbound	Done	MCCLENS1 / Eastern Rep	Clld cust at [redacted]. Cust sts he understands and still would like the veh repurchased. Cust sts that his wife does not feel comfortable in the veh even though the FTS has looked at the veh and does not find anything wrong with the veh. Adv cust that the rvw process can take about 6-8 weeks to rvw and that they will evaluate the mechanical aspects of the veh as we have insp. Adv cust that our first obligation is to rpr the veh within the warr parameters. Cust understands and adv he still sks for the veh to be repurchased. Adv cust that I will fwd his req. Cust req c/b at [redacted] Cust sts he has had many Lexus and wants Lexus to consider that as well as the warr and mechanics of the veh.			12/7/2009 01:51:43 PM
1-N436G	12/7/2009 01:51:45 PM / Research	Done	MCCLENS1 / Eastern Rep	Cust req buy back and case fwd to GRicci.			12/7/2009 01:52:17 PM
1-N67WH	12/7/2009 02:16:14 PM / Letter -	Done	RICCIG / E-Team Rep	Acknowledgement ltr sent to customer. Closing case.			12/7/2009 02:18:26 PM
1-N67W2	/ Request Action	Done	RICCIG / E-Team Rep	Submitted to DRIVE for review			

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

TOY-RQ-05D-00000948

FILE START

December 7, 2009

VIA U.S. MAIL

[redacted]
North Hills, CA [redacted]

Re: VIN: JTHBJ46G692[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]

12/7/09

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

February 18, 2010

[redacted]
North Hills, 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.

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

RECEIVED
DEC 21 2009
LEGAL DEPT.

December 12, 2009

Via Certified Mail/Return Receipt Requested

LEXUS CLAIMS
19001 South Western Avenue, Dept. HQ11
Torrance, CA 90501

Re: JTHBK2625 65[redacted] / **2006 Lexus IS-250**
Vehicle involved in Sudden Acceleration Incident with No Technical Explanation

To Whom It May Concern:

Following an incident on Monday, December 7, 2009 that involved the sudden acceleration and the lack of proper brake response of my 2006 Lexus IS-250 in Las Vegas (please refer to the enclosed Lexus Las Vegas Dealership report), I was advised by your local service technicians and your headquarters customer satisfaction staff to put my reasonable and viable consumer option request in writing and send it into your unit for further consideration and hopefully favorable response.

I will not go into the details of the incident as they are clearly detailed in the enclosed dealership report, as well as their findings or lack thereof. The day of the incident the Lexus Las Vegas Dealership was immediately contacted and they decided to send out a towing service truck to tow in my vehicle into the local dealership for diagnostic testing and evaluation. As I mentioned before, their findings are enclosed.

I have owned my Lexus vehicle for three + years and have been nothing short of satisfied with the vehicle and the service provided by the local dealership. I chose Lexus for its well-known safety reputation and its commitment to customer service which goes beyond the purchase of its vehicles. However, after the episode Monday morning, I am simply terrified of getting back into my Lexus to drive it anywhere.

I do not claim to be an expert in vehicle safety standards; however, I am certain that there is something that prompted my vehicle to perform the way it did last Monday morning. We could consider it a fluke, but who is to say that the incident will not repeat itself and with more serious consequences next time around. My personal safety is at stake and as a mother and wife I will not take that issue lightly. I no longer feel safe in my car. Since I picked up the car from your Lexus dealership in Las Vegas on Wednesday, December 9, 2009, I have been unable to get passed the Monday morning experience to get back in it and drive it. The car has been sitting in my garage.

Also, for your information, I requested a "loaner" to drive around town until my car is officially scheduled to go in for the recall, so that the newly designed brake and accelerator pedals, as well as the computer programming improvements the service technician shared with me last Wednesday are actually placed in my vehicle. My request was denied. The local dealership agents stated that only Lexus headquarters can approve those requests.

At the present time, I find myself in a dilemma that actually precipitated the writing of this letter. I spent a significant amount of income to purchase a safe vehicle that currently is sitting in my garage because, understandably so, after last Monday's incident I no longer feel safe driving it. The Lexus dealership in Vegas denied my request for a "loaner" leaving me with my last option which is actually the purpose of this letter.

I respectfully request that Lexus repurchase my vehicle at the current Kelly Blue Book value to free up the necessary funds that would allow me to purchase a vehicle I feel safe driving. Taking into account Lexus reputation in the industry, I consider this a reasonable, viable, and ethical option for Lexus.

You can consult my local dealership to obtain vehicle information (i.e. current mileage, vehicle overall condition, etc., etc.). Based on that information we could agree on a fair market value and you could do the one thing that I believe can still rescue the image I had of Lexus in my mind prior to this last incident.

Please do not take this request lightly and do consider it from all angles, as every person has a circle of influence and I can tell you that right now mine has been tremendously affected by the last sequence of events.

Thank you for your time and consideration of my request. I look forward to hearing back from you with what I would expect to be a favorable answer, reasonable and well-thought out.

Sincerely yours,

[redacted]

Vehicle Owner
2006 Lexus IS-250
[redacted]
Las Vegas, Nevada [redacted]
Home: [redacted]
Cell: [redacted]
E-mail address: [redacted]

/srs

Enclosures:

1. Initial Customer Report
2. Lexus Findings Report
3. Vehicle Check-In (vehicle was towed into local dealership)

LEXUS OF LAS VEGAS

6600 WEST SAHARA
LAS VEGAS, NEVADA 89146
(702) 942-6600

RO	Tag	Advisor	Added	License	VIN
57753	0370	215 PETER G. TURNBULL	12/07/09 11:50	NV 701TVM	JTHBK2625 65[redacted]

Customer Information

[redacted]
LAS VEGAS, NV [redacted]
[redacted]
Contact: [redacted]
Email: _____

Cell:
Work: [redacted] Work Ext: TOW
Reservation: 101 12/07/09 12:30

Vehicle Information

06 LEXUS IS250 4DR SDN BLUE Model#: 9502 Odometer: 28949
ENGINE-2.5L DOHC 24V VVT-I V Stock No: 00L62660
Dates: Production: Inservice: 08/21/06 Sold: 08/21/06 SLSP: 501
Last Svc: Client: 60E001 Date: 10/27/09 Adv: 215 Odom: 28260 Daily Avg: 24 Month Avg: 720

Ln	Type	Operation	Customer Concern	Hr./Qty
24	C	OCI	CUSTOMER STATES PERFORM MINOR VEHICLE INSPECTION. SK 03	
51*	W		CUSTOMER STATES THAT THE CAR WOULD NOT BRAKE/THE GAS PEDAL WAS DEPRESSED AS IF FOOT NOT TAKEN OFF PEDAL/BRAKE PEDAL FELT AS HARD AS A ROCK AND WOULD NOT GO DOWN. CAR FINALLY STOPPED ON ITS OWN-WENT THROUGH 2 RED LIGHTS//WE HAVE ALREADY REMOVED FLOOR MATS SK 03	
		Sk/Hr/Tech:	03-2.7	

RO Information

SVC Note: TOWIN

"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 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."

X _____
CUSTOMER'S SIGNATURE

CUSTOMER

UCS©2004

13730 CC086647 Q (01/05)

LEXUS OF LAS VEGAS

6600 WEST SAHARA
LAS VEGAS, NEVADA 89146
(702) 942-6600

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE $_____ TIME_____ PM ☐

ADDITIONAL $_____ DATE_____

TOTAL $_____ OK'D_____

Adv: 215 PETER G. TURNBULL	Tag: 0370	License: 701TVM	JTHBK2625 65[redacted]	Page: 1	Invoice: I57753

Invoice to	Driver/Owner Information
[redacted] LAS VEGAS, NV [redacted] Cell: [redacted] Work: [redacted] Work Ext: TOW	[redacted] LAS VEGAS, NV [redacted] Cell: [redacted] Work: [redacted] Work Ext: TOW Contact: [redacted]

For Office Use			Vehicle Information		
Odometer in: 28949 Out: 28953	Dist: LEX INT I	Prelim	06 LEXUS IS250 4DR SDN BLUE		
	MFG: 60E001		Stock#: 00L62660	Inv Acct: 7113	
Begin: 12/07/09	Done: 12/07/09	Invoiced: 12/09/09 11:15 PT	Inservice: 08/21/06		Sold: 08/21/06

Customer Concern

		Operation	Tech	Amount
Concern 24	CUSTOMER STATES PERFORM MINOR VEHICLE INSPECTION.			
Cause	OCI	OCI	201	
Correction	PERFORM MINOR VEHICLE INSPECTION.			
		SUB-TOTAL FOR CONCERN		0.00

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES THAT THE CAR WOULD NOT BRAKE/THE GAS PEDAL WAS DEPRESSED AS IF FOOT NOT TAKEN OFF PEDAL/BRAKE PEDAL FELT AS HARD AS A ROCK AND WOULD NOT GO DOWN. CAR FINALLY STOPPED ON ITS OWN-WENT THROUGH 2 RED LIGHTS//WE HAVE ALREADY REMOVED FLOOR MATS			
Cause	C/S	89599	201	
Correction	PERFORMED A SYST. HEALTH CHECK ; ABS/TRAC. SYST. OK. NO CODES SYST. PASSED . ROAD TEST & TEST ABS/TRAC. SYST. OPERATION =WORKING PROPERLY==CAR ROAD TESTED BY #239 DIAGNOSTIC SPECIALIST**GUEST DECLINED R/R F BRAKES AT SVC IN 10/09(PADS AT 3MM)-PADS NOW AT 2MM			
		SUB-TOTAL FOR CONCERN		0.00

Summary of Charges for Invoice I57753	Payment Distribution for Invoice I57753	
	INTERNAL	0.00
	TOTAL CHARGE	0.00

TOWIN

If you have any questions - please see PETER G. TURNBULL

----------FLOOR MAT WARNING----------

DISCLAIMER OF WARRANTIES

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 of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

X

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

UCS©2004

CUSTOMER

13730 CC0805647 C (01/05)

LEXUS OF LAS VEGAS

6600 WEST SAHARA
LAS VEGAS, NEVADA 89146
(702) 942-6600

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE $_____ TIME_____ PM ☐

ADDITIONAL $_____ DATE_____

TOTAL $_____ OK'D_____

Adv: 215 PETER G. TURNBULL	Tag: 0370	License: 701TVM	JTHBK2625 65[redacted]	Page: 2	Invoice: I57753
Invoice to: [redacted]			Driver/Owner: [redacted]		
Invoiced: 12/09/09 11:15:53 PT			06 LEXUS IS250 4DR SDN BLUE		

LEXUS RECOMMENDS ONLY INSTALLING FLOOR MATS DESIGNED SPECIFICALLY FOR
YOUR VEHICLE, FOLLOWING THE LEXUS INSTALLATION GUIDELINES.
ALWAYS SECURE THE DRIVER FLOOR MAT USING THE RETAINING HOOKS. NEVER
INSTALL ANOTHER FLOOR MAT ON TOP OF THE EXISTING DRIVER FLOOR MAT.
----------LEXUS OF LAS VEGAS---------- Last Page

DISCLAIMER OF WARRANTIES
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 of said products.
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

X

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

UCS©2004

CUSTOMER

VEHICLE CHECK-IN

ADVISOR: 800

HAT#: 370

MODEL: 15 250 Tow-in

COLOR: Blue

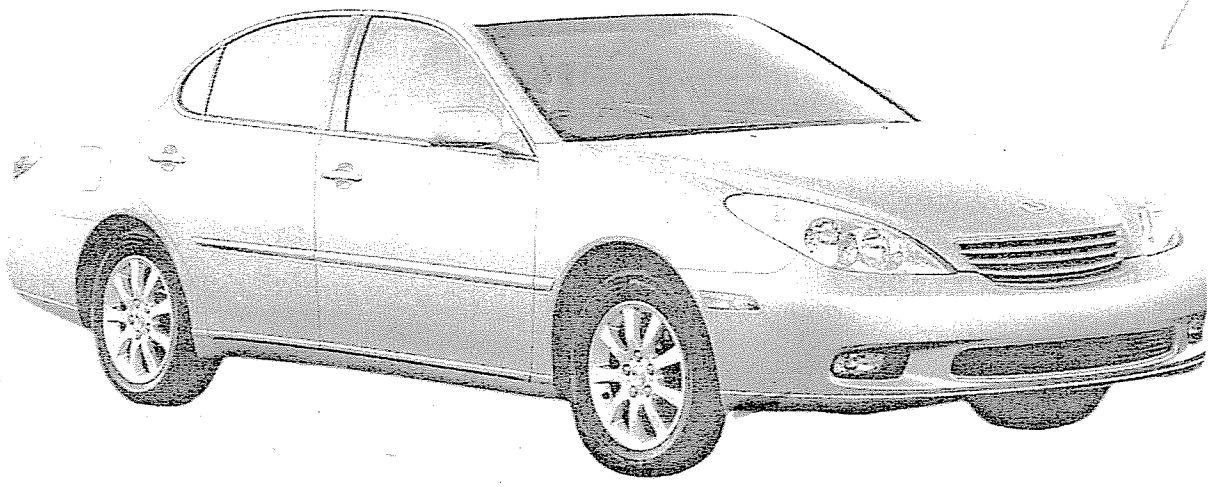
PLATE #: [redacted]

MILEAGE: 28949

DATE: 12-7-09 702-275-7934

BY: Khoi

	Y	N
HOOD CHIPS	☑	☐
WINDSHIELD CHIPS / CRACKS / SCRATCHES	☐	☑
FRONT & REAR BUMPER ROCK CHIPS / SCRATCHES / SCUFFS	☐	☑
WHEELS CURBED / SCRATCHED LF LR RTR RTF	☑	☐
ALL VALUABLES REMOVED FROM CAR	☑	☐
IGNITION KEY ONLY LEFT	☑	☐
DIRTY OR WET CAR CAN NOT DETECT FLAWS	☐	☑
OWNER OR DRIVER INITIAL	AC	



CUSTOMER: [redacted]

VIN #: JTHBK262565 [redacted]

\ = SCRATCH X = DENT ◯ = BODY DAMAGE

PLEASE NOTE: Remove CD's and ALL Valuables from Vehicle.

CUSTOMER SIGNATURE: _____ DATE: ____/____/____

* NOT RESPONSIBLE FOR ANY VALUABLES LEFT IN VEHICLE

* NOT RESPONSIBLE FOR NON-FACTORY TIRES & WHEELS DUE TO OUR LIFTING EQUIPMENT.

[redacted]
Las Vegas, NV[redacted]

CERTIFIED MAIL™
7008 0150 0001 3354 4308

UNITED STATES POSTAL SERVICE
1000
90501
U.S. POSTAGE
PAID
LAS VEGAS,NV
89134
DEC 14, '09
AMOUNT
$6.15
00036812-10

LEXUS CLAIMS
19001 South Western Avenue
Dept. HQ11
Torrance, CA 90501

TOYOTA

Route: HQ
Location: HQ11
HQ11
12/17/09 11:18
1 of 1
121715111845

[redacted]

2010-02-48766
CLAIM

0

TOY-RQ-05D-00000962

Case Activity Report

Case # : 0912114871 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 12/29/2009 07:53:01 AM

Case Title : PRODUCT ; ABNORMAL CONDITION ; BRAKE PEDAL- BRAKES ; EASE OF USE

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBK262792[redacted]
MODEL YR. :	2009
MODEL :	IS 250
GRADE :	4-Dr Sedan
MODEL NUMBER :	9502
ENGINE :	4GR
TRANSMISSION :	6ECTI
SELLING DEALER CODE & NAME :	61002 HENNESSY LEXUS OF ATLANTA
DOFU :	06/26/2009
CURRENT MONTHS :	5
CURRENT MILES :	7913
INCIDENT MILES :	7913
CERTIFIED :	No

CASE INFORMATION

STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	GIBSONT5
CREATED DATE :	12/9/2009 10:17:26 AM
CREATED BY :	HOLLANG
CREATOR'S GROUP :	Lexus 2B
CLOSED DATE :	12/29/2009 07:53:01 AM
CLOSED BY :	GIBSONT5
CLOSER'S GROUP :	Lexus 2B

DEALER INFORMATION

PRIMARY DEALER CODE & NAME :	ROSWELL - 61031 NALLEY LEXUS
REGION CODE - NAME :	34 - Southern Area
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-NOFFW	12/9/2009 10:14:36 AM / Call - Inbound	Done	GIBSONT5 / Southern Rep	CALLER STS: Cust has a 09 IS 250 with 7600 miles. Cust sts her brakes failed on her yesterday. Cust sts she had to pump on her brakes yesterday about 3x to get her veh to stop. Cust sts her floor mat is properly secured. Cust sts her S/A is Chad Duncan who adv her to call LCS. Cust sts her dash rattles intermittent, and when she drives over 50 mph with the sunroof open the veh shakes. Cust sts she had the veh inspected for the dash & rattle cncrns and they didn't			12/9/2009 10:53:41 AM

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

TOY-RQ-05D-00000963

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				find anyting wrong with the veh. Cust sts this is very frustrating to her. Cust sts she is an Attorney end will try to find the time to take her veh back to the dlr for diag. CALLER SEEKS: To have her veh operating as designed. LCS REP: Apol for cust cncrns. Adv cust I would fwd the cncrns to a F/U REP who would c/b in 2 B/Ds. Adv cust the dlr has to duplicate the cncrns in order to diag correctly or make any rprs. Inq if cust seeks further asst(nc). Thanked cust.			
1-NIYG3	12/9/2009 10:51:43 AM / Request Action	Done	61031SVG / Dealer CRM	To: SM Blake Macormick Nalley Lexus Smyrna From: Tremaine Gibson LCS 310-468-2199 Please advise if the vehicle has been inspected. If so, please provide inspection results & parts vs labor amounts. Please advise if you feel goodwill assistance is appropriate, and if you would like to present any such offer to the customer. Thank you.	Lenord inspected vehicle Friday the 18th.	12/10/2009 10:52:00 AM	12/21/2009 11:49:57 AM
1-NIYH7	12/9/2009 10:53:43 AM / Call - Outbound	Done	GIBSONT5 / Southern Rep	1st cll 12/11		12/11/2009 10:53:00 AM	12/21/2009 05:09:18 AM
1-PI8WJ	12/16/2009 12:22:12 PM / Call - Outbound	Done	GIBSONT5 / Southern Rep	Clld Svc Advisor Chad Duncan at 678-795-8935 end left a vm msg requesting verification that the vehicle has been inspected. Requested a c/b to 310-468-2199.			12/16/2009 12:23:10 PM
1-Q26WR	12/21/2009 12:15:03 PM / Call - Outbound	Done	GIBSONT5 / Southern Rep	clld Service manager Blake Macormick and he advsied that FTS inspected the vehicle on 12/18 and the customer has picked the vehicle up at this time. Blake advsied that the customer was informed that she will be hearing from the legal dept regarding the inspection results and her request for assistance.			12/21/2009 12:17:16 PM
1-Q26WV	12/21/2009 12:17:51 PM / Call - Outbound	Done	GIBSONT5 / Southern Rep	Clld FTS Leonard St Amand and he advised to inform the customer that the Legal dept and the engeering dept will review the inspection results and respond to her in writing. Thanked Leonard.			12/21/2009 12:19:37 PM
1-Q26WZ	12/21/2009 12:20:09 PM / Call - Outbound	Done	GIBSONT5 / Southern Rep	Clld cust at the primary contact phone number and left a vm msg advising that FTS has informed LCS that the inspection results have been forwarded to the Legal and Engineering dept for review. Advised cust that she will receive a response in writing. Advised cust that she can contact LCS at 800# opt 3.			12/21/2009 12:24:11 PM

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TOY-RQ-05D-00000964

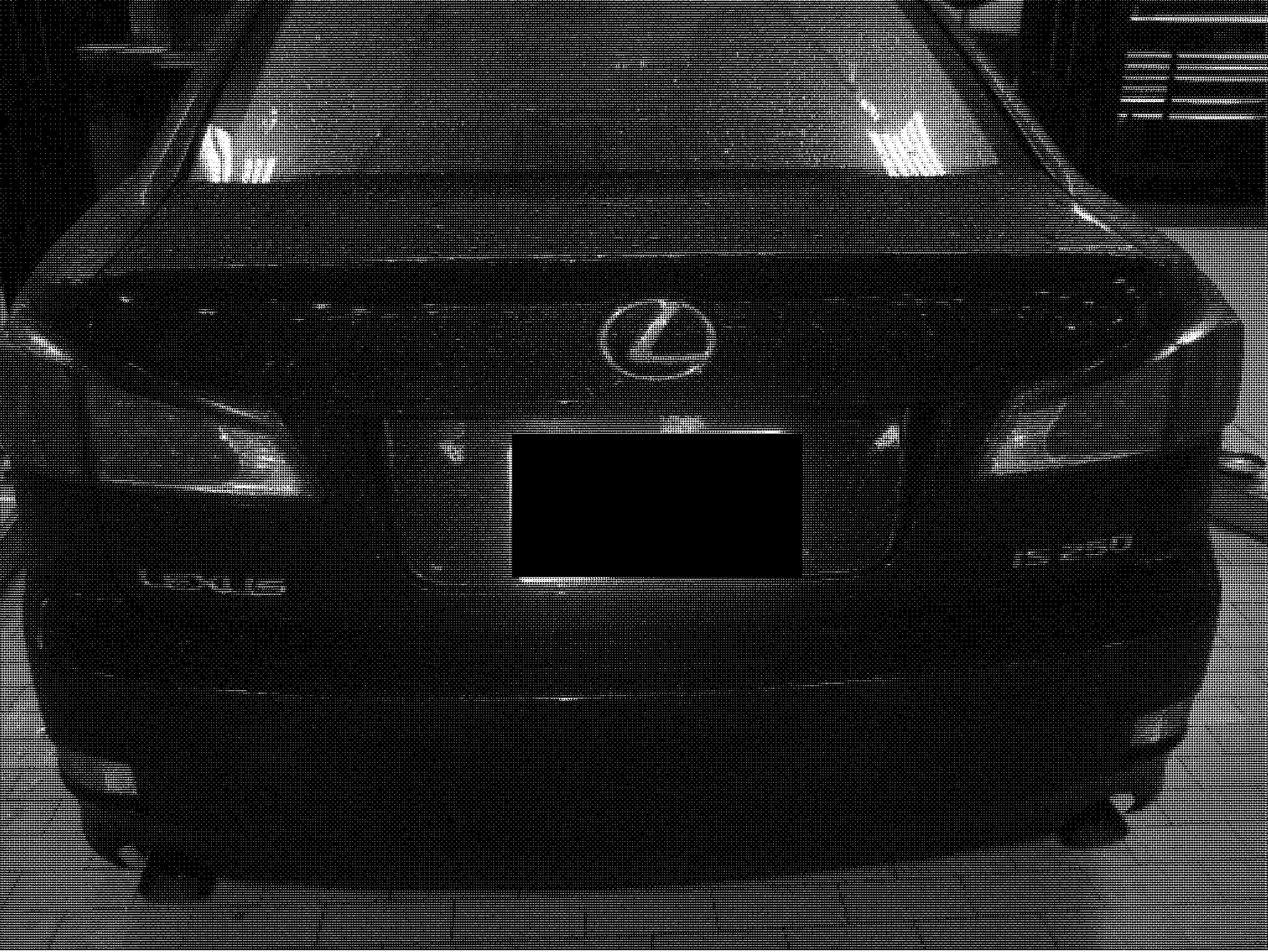
Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-Q26X3	12/21/2009 12:24:13 PM / Call - Outbound	Done	GIBSONT5 / Southern Rep	clld cust at the alternate number and left a vm msg advising that she will receive a response in writing once the inspection results of the FTS inspection have been reviewed. Advised cust she can contact LCS at 800# opt 3, but the outcome will be provided in writing. Thanked cust.			12/21/2009 12:25:33 PM
1-Q26X7	12/21/2009 12:28:03 PM / Call - Inbound	Done	GIBSONT5 / Southern Rep	12/29 close if no c/b.		12/29/2009 12:29:00 PM	12/29/2009 07:52:48 AM

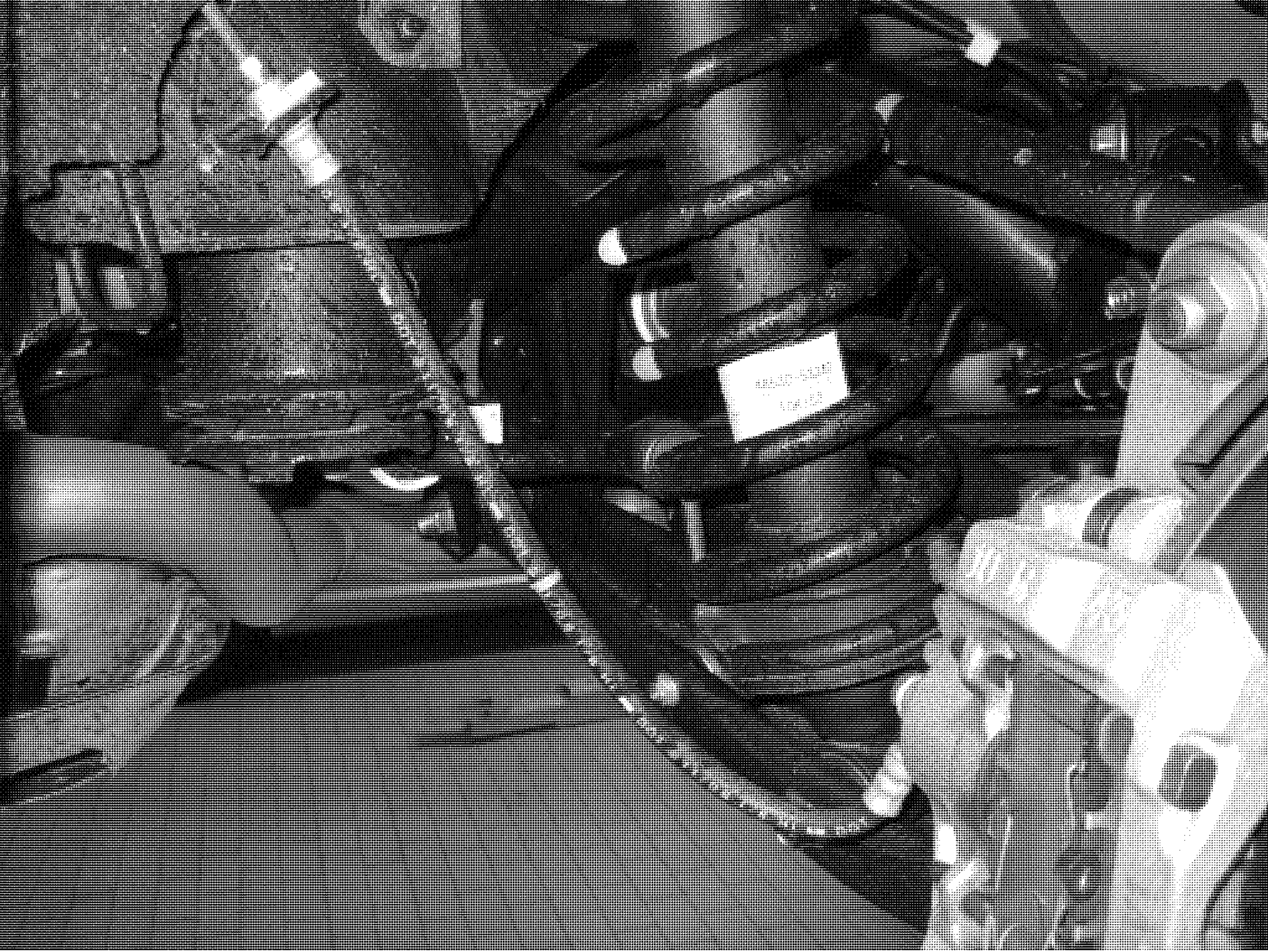
This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

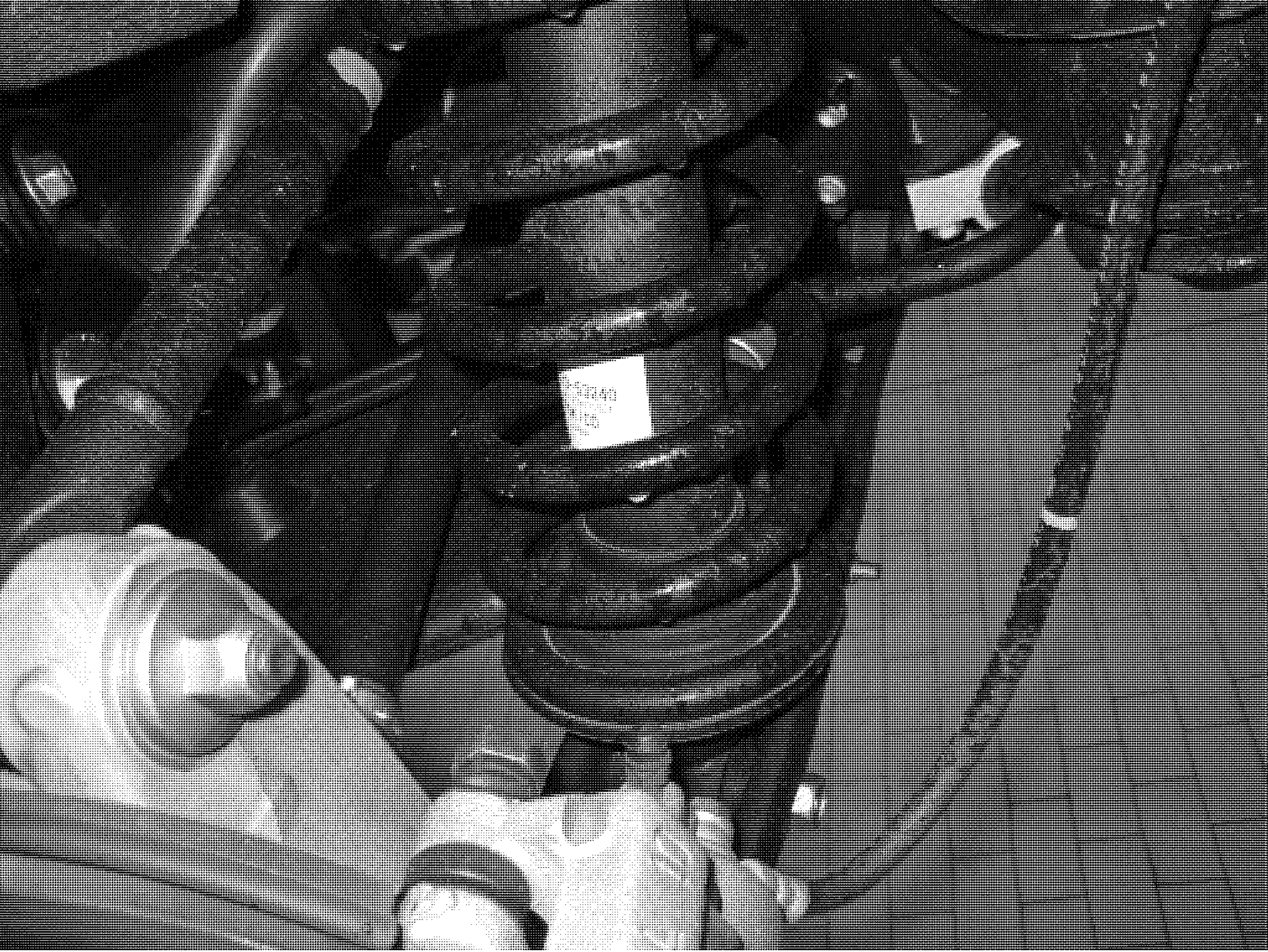
TOY-RQ-05D-00000965

TOY-RQ-05D-00000966



MFD.BY:TOYOTA MOTOR CORPORATION 11/08
GVWR 4425LB GAWR FR 2470LB RR 2430LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
JTHBK262792 PASS. CAR
C/TR:BUQALA00 GSE20L-AETLHA
A/TM:B03A/A960E MADE IN JAPAN 172 A





TOY-RQ-05D-00000974

TOY-RQ-05D-00000975

R
N
D
S

TOYOTA

Ted Cowles
Direct Phone (310) 468-7208
Fax (310) 381-6317

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

January 15, 2010

[redacted]
[redacted]
Roswell, GA [redacted]

RE: Date of Loss: December 8, 2009
Vehicle: 2009 IS 250
VIN #: JTHBK262792[redacted]

Dear Ms. [redacted]

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

It is our understanding that you were driving the vehicle when you had to "pump the brakes" to stop.

Your vehicle was inspected at Nalley Lexus by one of our factory technicians in regards to your concerns. The vehicle was thoroughly inspected both mechanically and electronically and no system failure was found in either the braking system or the accelerator system. The transmission, anti-lock brakes and engine systems were evaluated and were found to be according to factory specifications.

The accelerator and brake pedals were inspected and no interference was found. They both operated smoothly with no binding. Adequate pressure and resistance was found with the brake pedal. It responded according to manufacturer's specifications.

The brake fluid was checked and fluid was sufficient. There were no fluid leaks. The brakes were depressed and functioned within factory specifications. The brake linings were inspected and were found to adequate.

The vehicle was test driven with the diagnostic equipment in operation and all systems performed according to specifications. Nothing could be found to duplicate the incident.

We are very sorry about this most unfortunate incident; however our inspection of your vehicle revealed that it is in proper working condition. There were no manufacturing deficiencies found. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

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

FILE START

December 10, 2009

VIA U.S. MAIL

[redacted]
Huntington Beach, CA [redacted]

Re: VIN: JTHBK262595[redacted]
Vehicle's Year and Model: 2009 IS 250

Dear Mr. [redacted]

Thank you for working with us while we investigate your concerns regarding your 2009 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]
12/10/09

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

February 18, 2010

[redacted]
Huntington Beach, 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 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

Case Activity Report

Case # : 0912119812 **Case Type :** GENERAL **Owner's Group :** Lexus 2B

Brand : Lexus **Case/Activity Last Updated :** 1/19/2010 10:43:45 AM

Case Title : PRODUCT ; ABNORMAL CONDITION ; ENGINE- POWERTRAIN ; DIESELS/RUNS ON

CUSTOMER INFORMATION

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

VEHICLE INFORMATION

VIN :	JTHBN30F120[redacted]
MODEL YR. :	2002
MODEL :	LS 430
GRADE :	4-Dr Sedan
MODEL NUMBER :	9100
ENGINE :	3UZ
TRANSMISSION :	5ECTI
SELLING DEALER CODE & NAME :	63702 THOMPSON LEXUS
DOFU :	12/31/2001
CURRENT MONTHS :	96
CURRENT MILES :	69000
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION

STATUS :	Open
SUB-STATUS :	In Progress
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	NUMATAC
CREATED DATE :	12/11/2009 03:20:51 PM
CREATED BY :	ZAGAMIM
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 :	

ACTIVITIES

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-OOYFR	12/11/2009 02:09:54 PM / Call - Inbound	Done	NUMATAC / Eastern Rep	Cust sts that he has a concern with his veh "surging" ahead. Cust sts that he has had a couple of experiences in which he was pulling out of a parking space and the veh surged and he would have to slam on the brake to stop the veh from accelerating. Cust sts that about a month ago he removed the floor mats from the veh. Cust sts that he brought the veh to the dlr and they insp the veh and adv that nothing was wrong with the veh. Cust sts that approx 2 days ago			12/14/2009 11:01:38 AM

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

TOY-RQ-05D-00000988

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				he was approaching an intersection and the veh accelerated and he almost had an accident. Cust would like to know what to do. I apol and adv that a dept specialist would look into his concerns and f/u w/in 2 b/d. Cust also requests a brochure for the 2010 LS. I adv that I would have a brochure mailed to cust.			
1-OOYIH	12/11/2009 03:21:56 PM / Letter -	Done	ZAGAMIM / Eastern Rep	Obtained brochure for 2010 LS and forwarded brochure and letter to mailroom.			12/11/2009 05:15:39 PM
1-OYL9X	12/14/2009 01:39:29 PM / Request Action	Done	63702SW6 / Dealer CRM	Dan, Customer is stating that he has had issues w/acceleration in his veh and he talked to your dealership about it and was referred to call LCS. Do you feel that an FTS inspection is required for this customer's vehicle? Carolyn	Yes Carolyn, I feel this vehicle needs to be inspected by an FTS. At least to determine if it is a condition caused by the vehicle.		12/15/2009 07:06:38 AM
1-PHI6T	12/15/2009 03:17:43 PM / Call - Outbound	Done	NUMATAC / Eastern Rep	Called SM, Dan to further discuss concerns. SM adv that he feels that a FTS should inspect the veh. SM requested for me to request an insp by Jeff Pellegrino.			12/15/2009 03:18:43 PM
1-PHI9S	12/15/2009 04:30:55 PM / Call - Outbound	Done	NUMATAC / Eastern Rep	Called cust and L/M w/receptionist to c/b. IF CUST C/B: Pls apol to cust for the veh concerns. Pls adv cust that we are arranging an FTS inspection for cust's veh and once we have a proposed inspection date, rep will call customer back to see if that date works for customer or not.			12/15/2009 04:33:33 PM
1-PQVS7	12/17/2009 02:12:15 PM / Call - Inbound	Done	NUMATAC / Eastern Rep	Cust clld req to s/w CNumata. Apol and adv cust rep is not avail. Cust req a c/b at [redacted]			12/17/2009 03:47:09 PM
1-POQNE	12/17/2009 02:45:35 PM / Email -	Done	NUMATAC / Eastern Rep	Emailed Lorraine Ryan of Eastern Area Office requesting an FTS inspection.			12/17/2009 02:47:01 PM
1-POT5M	12/17/2009 03:36:55 PM / Call - Inbound	Done	NUMATAC / Eastern Rep	Cust clld to speak to Carolyn Numata. LCS apol and adv cust that rep was unavailable. Cust inq about FTS inspection. LCS adv that rep was currently researching FTS inspection and explained that they are a specialist for the region and have limited availability, so that in order to set up an appt, LCS rep has to conference with FTS to see available dates, and then LCS rep would f/u with cust. Cust understood and sts he will wait for c/b. Cust thanked. LCS thanked.			12/17/2009 03:47:14 PM

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TOY-RQ-05D-00000989

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-QLRX2	12/29/2009 10:10:41 AM / Inspection	Done	RYANL / CSA	Lorraine, Please schedule an inspection of cust's vehicle. Thank you. Carolyn	Vehicle has been inspected by FTS and found to be operating as designed. Report has been forwarded to TMS Legal for a written response to customer.		1/19/2010 10:43:41 AM
1-REJ87	1/7/2010 04:42:18 PM / Email - Outbound	Done	NUMATAC / Eastern Rep	Emailed SM, Dan about cust's case.			1/7/2010 04:42:42 PM

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TOY-RQ-05D-00000990

FILE START

RECEIVED
DEC 11 2009
LEGAL DEPT.

December 7, 2009

[redacted]
Torrance. Ca[redacted]

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

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]

Keyes Lexus

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

B.A.R. #AH148904
EPA #CAL000328582

SERVING YOU
MONDAY - FRIDAY 7:30 AM - 9:00 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.*

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ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approval of an increase in the original estimated price. [redacted] BOR
AUTHORIZED BY	☐ PERSON ☐ PHONE	DATE	TIME

X _____ CUSTOMER SIGNATURE [redacted] CUSTOMER SIGNATURE

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

[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: I07549 ----------

[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

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

TAG: 8234 ADV1 NO REPEAT N INVOICE: FRELIM INT I WH
MFG: 60419 [illegible] 12/06/2008 13:33:48
ODOMETER IN: 8049 OUT: [illegible] DIST: LKI
DATES BEGIN: 12/06/08 DONE: 12/06/08

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

VIN JTHBJ46G68[redacted] LICENSE NUMBER: CA [redacted]
08 LEXUS ES350 4DR SDN BLUE
STOCK# 00881991 INV ACCT 2240
DATES INSERVICE: 051608 SOLD: 051608

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER STATES CAR SHOT FORWARD -UNINTENDED ACCELERATION-COULD NOT STOP				
	VERIFIED - SUSPECT ADN ADV	88399	800	.0	.00
CAUSE	[illegible] CABLE CODE AND DIAGNOSTIC INSPECTION				
CORRECTION	NO TROUBLE CODES STORED AT THIS TIME-NO [illegible]				
FACTORY	[illegible] TEAM				

			TECH	HOURS	AMOUNT
CONCERN 52	CUSTOMER STATES BLUETOOTH VOICE [illegible] SEEM [illegible]				
CAUSE	BLUETOOTH SYSTEM I[illegible]ORKING AS [illegible]	88399	800	.0	.00
CORRECTION	NO TROUBLE CODES STORED				
FACTORY	TECH 800 - 800, TEAM				

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

SUMMARY OF CHARGES FOR INVOICE I07549
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE I07549
INTERNAL .00
TOTAL CHARGE .00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM HORVAT
PART NUMBERS ENDING IN -84 ARE REMANUFACTURED
THANK YOU FOR AN OPPORTUNITY TO SERVE YOU
NEW B.A.R.#AH148904

©1979 [illegible]
THIS FORM PRINTED ON RECYCLABLE PAPER
ONLINE SERVICE INVOICING BY [illegible]
TO ORDER FORMS OR SUPPLIES, CALL 1-800-[illegible] EXT 28214

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. Thus, these charges may not reflect actual time expended in repairing or servicing 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

TEAM 800

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

INSTRUCTIONS ON WORK TO BE DONE

01 PAY TYPE: W
CUSTOMER STATES CAR SHOT FORWARD
-UNINTENDED ACCELERATION-COULD NOT STOP
VEHICLE-INSPECT ADN ADV

INSPECTED

02 PAY TYPE: W
CUSTOMER STATES BLUETOOTH VOICE COMMANDS
DO NOT SEEM TO WORK

INSPECTED

MILES OUT 22,965

THIS IS YOUR ESTIMATE PAGE 1 OF 1

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	☐ PERSON ☐ PHONE #	DATE	TIME

The undersigned hereby authorizes the repair work herein set forth to be done along with the necessary material and agree 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 carrier. The undersigned hereby grants Keyes Lexus and/or its 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 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.

WAIVER

AUTHORIZED BY: X

RO 0234 *TAG 0234* LIC: CA [redacted] SVC ADV: 140 WILLIAM HORVAT
08 **VIN: JTHBJ46G68 B2[redacted] *
LEXUS ES350 COL CD: 08UO
4DR SDN TRIM: LA05
LICENSE: CA [redacted] BLUE CAR
MFG CODE: 60419 SVC DLR: 60419 SLM: 134
STK NUMBER: 00881991
IN SVC: 051608 SOLD: 051608
ODOMETER: LAST: 5029 CURRENT: 9849
AVG PER DAY: 43 PER MONTH: 1290

LOS ANGELES
CA [redacted]
LOS ANGELES

ATTN 2YR MAINTENACE INCLUDED

CELL:
WORK: [redacted]

LEXUS

WARNING: POSSIBLE RE[redacted] DIST CODE: LEX

MODEL# 9000

12/06/08 13:05:44

****PROMISED DATE: 12/06/08 TIME: 1700 ****

© 1991 UCF
TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT 76214

2

Left Front Tire

_____/ 32" inner

_____/ 32" middle

_____/ 32" outer

_____/ 32" avg.

_____ 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

TECHNICIAN COMMENTS ON REPAIRS **HOLD OVER: YES ☐ NO ☐**

1

CAUSE OF PROBLEM: UNABLE TO VERIFY, NO CODES

TEST DRIVE 2 MILES.

CORRECTION OF PROBLEM: FLOOR MATS LOOK NORMAL

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY _____ | TECH

FLAG SHEET

2

CAUSE OF PROBLEM

PARKD KNOWN GOOD PARTS, WORKS

CORRECTION OF PROBLEM: NORMAL, NRC SOFT PARTS DTZ#0.

WARRANTY PARTS RETURNED | PARTS RETURNED

RECEIVED BY _____ | TECH

FLAG SHEET

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 _____

BRAKE % TIRES

FRONT _____ G F P

REAR _____ G F P

ROTOR THICKNESS

LF _____

RF _____

LR _____

RR _____

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

TOY-RQ-05D-00000996

Keyes Lexus

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

B.A.R. #AH148904
EPA #CAL000328564

SERVING YOU
MONDAY - FRIDAY 7:30 AM - 9:00 PM
SATURDAY 8:00 AM - 5:00 PM

4

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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.*

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ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral appr[redacted]ABOR of an increase in the original estimat[redacted] price.
AUTHORIZED BY	☐ PERSON ☒ PHONE	DATE / TIME	X _____ CUSTOMER SIGNATURE / CUSTOMER SIGNATURE

---------- INVOICE TO ----------
[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W19208
[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- FOR OFFICE USE ----------
TAG: 8328 ADV: 140 HORVAT, W INVOICE: PRELIM WAR C W WH
MFG: 60419 TAX RULES: TYNNN INVOICED: 03/25/2009 12:26:31
ODOMETER IN: 14589 OUT: 14591 DIST: LEX
DATES BEGIN: 03/25/09 DONE: 03/25/09

---------- VEHICLE INFORMATION ----------
VIN JTHBJ46G682[redacted] LICENSE NUMBER: CA [redacted]
08 LEXUS ES350 4DR SDN BLUE
STOCK# 00881991
DATES INSERVICE: 051608 SOLD: 051608

CONCERN 51 C/S REAR SUNSHADE CLUNKING WHEN CLOSING
CAUSE FOUND SUNSHADE BINDING
CORRECTION R-R SUNSHADE TO INSULATE AND REPOSITION
FACTORY TECH: 800 - 800, TEAM
LEX OPCODE: 64099 T2 CODE : 57 T1 CODE : 9A

OPERATION	TECH	HOURS	AMOUNT
6409942	800	2.0	206.00

---------- SUBTOTAL ----------
LABOR CHARGES 206.00
TOTAL CHARGE FOR CONCERN 206.00

TYPE: W

SUMMARY OF CHARGES FOR INVOICE W19208
LABOR CHARGES 206.00
TOTAL CHARGE 206.00

PAYMENT DISTRIBUTION FOR INVOICE W19208
TOTAL CHARGE 206.00

FACTORY WARRANTY 206.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM HORVAT
PART NUMBERS ENDING IN -84 ARE REMANUFACTERED
THANK YOU FOR AN OPPORTUNITY TO SERVE YOU
BAR#ARD148904

PAGE 1
LAST PAGE

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Van Nuys, California 91401
(818) 379-4000

B.A.R. #AH148904
EPA #CAL000328564

SERVING YOU
MONDAY - FRIDAY 7:30 AM - 9:00 PM
SATURDAY 8:00 AM - 5:00 PM

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ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
REASON		CONTACTED BY	I acknowledge notice and oral approv[redacted] ABOR of an increase in the original estimate price.
AUTHORIZED BY	☐ PERSON ☒ PHONE	DATE	TIME

X _____ CUSTOMER SIGNATURE

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

[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: C19208

[redacted]
ATTENTION: 2YR MAINTENACE INCLUDED
[redacted]
LOS ANGELES CA [redacted]
CELL: [redacted] WORK: [redacted]

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

TAG: 8328 ADV: 140 HORVAT, W INVOICE: PRELIM CUS C.W WR
MFG: 60419 TAX RULES: NYNN INVOICED: 03/25/2009 12:26:31
ODOMETER IN: 14589 OUT: 14591 DIST: LEX
DATES BEGIN: 03/25/09 DONE: 03/25/09

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

VIN JTHBJ46G682[redacted] LICENSE NUMBER: CA [redacted]
08 LEXUS ES350 4DR SDN BLUE
STOCK# 00881991
DATES INSERVICE: 051608 SOLD: 051608

CONCERN 02	PERFORM FACTORY SCHEDULED 15,000 MILES OR 18-MONTH SERVICE	OPERATION	
CAUSE	COMPLETED	15KMI	
CORRECTION	PERFORMED FACTORY SCHEDULED 15,000 MILES 18-MONTH SERVICE	TECH	AMOUNT
	* REPLACE ENGINE OIL AND FILTER	800	* 199.69
	* RETORQUE DRIVE SHAFT FLANGE BOLTS (IF APPLICABLE)		
	* ROTATE TIRES (EXCEPT IF SPORTCROSS, IS250/350)		
	* LUBRICATE PROPELLER SHAFT, RETORQUE BOLTS (IF APPLICABLE)		
	* ADJUST ALL TIRE PRESSURE * CLEAN AIR CONDITIONING SYSTEM FILTER (ES)		
	---------- AND ALSO THE FOLLOWING ----------		
	* BALL JOINTS AND DUST COVERS * DRIVE SHAFT BOOTS		
	* ENGINE AIR FILTER * NUTS AND BOLTS ON CHASSIS		
	* STEERING LINKAGE AND BOOTS * FLUIDS AND TOP-OFF		
	* TIRE WEAR AND SET PRESSURE * BATTERY TERMINALS		
	* RESET THE OIL REMINDER LIGHT		
	* ROAD TEST VEHICLE		
	* VISUALLY INSPECT BRAKE LININGS, PADS AND DISCS (IF APPLICABLE)		
COMMENT	FRT BRK MM 70 RR BRK MM 70 TIRE RDNG FR 7/32 RR 7/32 COND GOOD		

	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	LEX 0ITES15K(FACT.REC.)			ES350 15,000 MILE SE	1	**	**
	LEX 04152-YZZA1			REPLACEABLE ELEMENT	1B	24.22	24.22
	LEX 90430-12028			GASKET	1B	2.49	2.49
	LEX OIL		806	OIL	6B	3.05	18.30
FACTORY	TECH: 800 - 800, TEAM						
	LEX OPCODE: 001100						

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

TOY-RQ-05D-00000998

Keyes Lexus

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

B.A.R. #AH148904
EPA #CAL000328564

SERVING YOU
MONDAY - FRIDAY 7:30 AM - 9:00 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 notice and oral approval of an increase in the original estimated price. [redacted] AND LABOR
AUTHORIZED BY	☐ PERSON ☒ PHONE	DATE / TIME	X _____ CUSTOMER SIGNATURE

---------- INVOICE TO ---------- DRIVER/OWNER INFORMATION -- INVOICE: C19208

[redacted] [redacted]

---------- FOR OFFICE USE ---------- VEHICLE INFORMATION ----------

TAG: 8328 ADV: 140 HORVAT, INVOICED: 08/25/2009 12:26:31 WH 08 ES350 BLUE LICENSE NUMBER: [redacted]

PARTS CHARGES	26.70
GAS-OIL-GREASE	18.30
HAZARDOUS WASTE CHG	1.60
LABOR CHARGES	199.69
TOTAL CHARGE FOR CONCERN	246.29

TYPE: C LINE FLAGS: HAZ

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C19208

PARTS CHARGES	26.70
GAS-OIL-GREASE	18.30
HAZARDOUS WASTE CHG	1.60
LABOR CHARGES	199.69
SUB-TOTAL	246.29
SALES TAX	3.71
TOTAL CHARGE	250.00

PAYMENT DISTRIBUTION FOR INVOICE C19208

TOTAL CHARGE	250.00
CASH DUE	250.00

SCHEDULED MAINTENANCE INCLUDED

LEXUS

ATTENTION: THE FOLLOWING INVOICE [redacted]
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM HORVAT
PART NUMBERS ENDING IN -84 ARE REMANUFACTURED
THANK YOU FOR AN OPPORTUNITY TO SERVE YOU
NEW BAR#AH148904

PAGE 2
LAST PAGE

FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER
ON LINE SERVICE INVOICING BY
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TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6346 EXT 76214

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. Thus, these charges may not reflect actual time expended in repairing or servicing 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

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:
[redacted]SS
COMPA[redacted] THE FOLLOWING:
1) [redacted]
2) [redacted]UARANTEE CARD
3) [redacted]HECK
[redacted]T. HOURS

INSTRUCTIONS ON WORK TO BE DONE

02* PAY TYPE: C FLG: HAZ
PERFORM FACTORY SCHEDULED 15,000 MILES
OR 18-MONTH SERVICE

completed

51 PAY TYPE: W
C/S REAR SUNSHADE CLUNKING WHEN CLOSING

completed

SCHEDULED MAINTENANCE INCLUDED

SCHEDULED MAINTENANCE INCLUDED

THIS IS YOUR ESTIMATE

ORIGINAL ESTIMATE	HAZ. WASTE HNLG. & DISP.	TOTAL ESTIMATE
		1 OF 1

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 [illegible] to be done along with the necessary material and agree that Keyes Lexus [illegible] not responsible for loss or damage to vehicle or articles left in vehicle in case of [illegible]theft or any other cause beyond the control of Keyes Lexus or for any delays caused by unavailability of parts or delays in parts shipment [illegible] supplier [illegible]porter. The undersigned hereby grants Keyes Lexus [illegible] its employees permission to operate the vehicle herein described on streets, highways or elsewhere [illegible] purpose of testing and/or inspection. An express mechanic's lien [illegible] hereby acknowledged on below vehicle to secure the amount of repairs thereto. [illegible] Lexus commences legal action against the undersigned to enforce [illegible] agreement, the undersigned agrees to pay Keyes Lexus [illegible] costs incurred therein. If the vehicle described herein is [illegible] 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

RO 19208 *TAG 8328* LIC: CA [redacted] SVC ADV: 140 WILLIAM HORVAT
[redacted]
08 **VIN: JTHBJ46G6 82[redacted]*
LEXUS ES350 COL CD: 0SU0
4DR SDN TRIM: LA05
LOS ANGELES LICENSE: CA [redacted] BLUE CAR
CA [redacted] MFG CODE: 60419 SVC DLR: 60419 SLM: 134
LOS ANGELES STOCK NUMBER: 00881991
[illegible] SVC: 051608 SOLD: 051608
ATTN 2YR MAINTENACE INCLUDED [illegible]OMETER: LAST: 9872 CURRENT: 14589
AVG PER DAY: 43 PER MONTH: 1390
CELL: [redacted]
WORK: [redacted]

LEXUS

ENGINE: [illegible] DIST CODE: LEX
WARNING: POSSIBLE RECHECK 12/31/08
MODEL# 9000
03/25/09 09:39:38

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