

TOYOTA

Updated 8/4/15: Warranty sublets updated

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Safety Recall F0R – **Remedy Notification**
Certain 2012 – 2014 Model Year Prius V
Software Update for Motor Generator ECU and Power Management ECU

On July 15, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2012 – 2014 Model Year Prius V vehicles.

Toyota has completed remedy preparation and will begin owner notification.

Condition

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. In certain Model Year 2012-2014 Prius V vehicles, the current software settings for the motor generator ECU and power management ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In rare circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop, increasing the risk of a crash.

Remedy

Toyota will perform a software update to the motor generator ECU and power management ECU at **NO CHARGE** to the vehicle owner. Additionally, if the vehicle has the condition present, the inverter assembly will be repaired or replaced prior to the software updates. For additional information on repair procedures, please refer to TIS.

Covered Vehicles

There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Prius V	2012 - 2014	Late August, 2011 – Late June, 2014

Owner Letter Mailing Date

Toyota will begin to notify owners on July 30, 2015. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

New Vehicles in Dealership Inventory

There are approximately 100 vehicles in new dealer inventory.



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy. ***To ease the identification of involved vehicles, refer to the table below for a list of all new dealer stock VINs.***

VIN	Dealer Code
JTDZN3EU4E3313595	03041
JTDZN3EU6EJ005758	03052
JTDZN3EU9EJ004359	03060
JTDZN3EU5E3354446	04022
JTDZN3EUXE3332118	04160
JTDZN3EU0E3322990	04169
JTDZN3EU0D3232799	04301
JTDZN3EU5E3354852	04638
JTDZN3EU9E3355017	04638
JTDZN3EU9E3357110	04638
JTDZN3EU5E3314948	04640
JTDZN3EU1EJ006901	05026
JTDZN3EU4D3270469	05057
JTDZN3EU6E3294127	05057
JTDZN3EU5E3325173	06042
JTDZN3EU6E3291230	09159
JTDZN3EU9EJ005737	09214
JTDZN3EUXE3335875	10078
JTDZN3EU1EJ002377	12116
JTDZN3EU7EJ000780	12116
JTDZN3EU7E3344498	12140
JTDZN3EU5EJ000681	12144
JTDZN3EUXE3323239	12144
JTDZN3EU9E3312765	12153
JTDZN3EU5EJ007145	12154
JTDZN3EUXEJ000398	12154
JTDZN3EUXEJ007044	13061
JTDZN3EU3EJ003658	13066
JTDZN3EU4E3327223	13066
JTDZN3EU5EJ006254	13066
JTDZN3EU0EJ004251	16050
JTDZN3EU9D3254090	16062
JTDZN3EU0E3299887	17060
JTDZN3EU4D3203564	17068

VIN	Dealer Code
JTDZN3EU7E3315566	17068
JTDZN3EU4E3302936	17073
JTDZN3EU2E3348698	19044
JTDZN3EU8E3355090	20122
JTDZN3EU9D3288076	21104
JTDZN3EUXE3334130	23057
JTDZN3EU0E3313514	23071
JTDZN3EUXE3328568	23071
JTDZN3EU1EJ003626	23076
JTDZN3EU8EJ006989	25066
JTDZN3EU5E3317509	28021
JTDZN3EU4E3297690	28037
JTDZN3EU1C3182753	29997
JTDZN3EU1EJ000936	29997
JTDZN3EU4C3182052	29997
JTDZN3EU4C3185047	29997
JTDZN3EU5C3180858	29997
JTDZN3EU5C3183453	29997
JTDZN3EU7C3180893	29997
JTDZN3EU8C3184709	29997
JTDZN3EUXC3181178	29997
JTDZN3EUXEJ002068	30013
JTDZN3EU2E3336499	30033
JTDZN3EU6E3326185	30033
JTDZN3EU7E3326020	30033
JTDZN3EU9E3328643	30033
JTDZN3EU4EJ001448	31116
JTDZN3EU2E3339659	31173
JTDZN3EU8E3355266	31180
JTDZN3EU2E3315586	34111
JTDZN3EU7EJ006188	34123
JTDZN3EU8EJ006572	34124
JTDZN3EUXE3348609	36069
JTDZN3EU7EJ001542	37056

VIN	Dealer Code
JTDZN3EU5E3336755	37133
JTDZN3EUXEJ005312	37133
JTDZN3EUXE3301516	37172
JTDZN3EU3E3314298	39007
JTDZN3EU6D3280467	40019
JTDZN3EU0E3295094	41073
JTDZN3EU1E3297999	41073
JTDZN3EU6EJ003377	41073
JTDZN3EU9EJ000277	41073
JTDZN3EU7E3320847	42138
JTDZN3EU6E3305370	42255
JTDZN3EU1E3318334	42313
JTDZN3EU4E3317646	42313
JTDZN3EU8E3325653	42313
JTDZN3EU9E3332157	42313
JTDZN3EU3E3331800	44020
JTDZN3EU0E3357657	45076
JTDZN3EU1E3355769	45076
JTDZN3EU9E3355471	45076
JTDZN3EU0EJ006355	45090
JTDZN3EU0E3326814	46061
JTDZN3EU3E3333188	46061
JTDZN3EU4E3314861	47020
JTDZN3EU8E3323255	47020
JTDZN3EU6E3330429	47023
JTDZN3EU0E3324495	47027
JTDZN3EU8E3310330	49025
JTDZN3EU4E3310552	49030

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Dealer Summary Reports

Summary Reports containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. Please verify eligibility by confirming through TIS prior to performing repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Hybrid Expert Technician
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

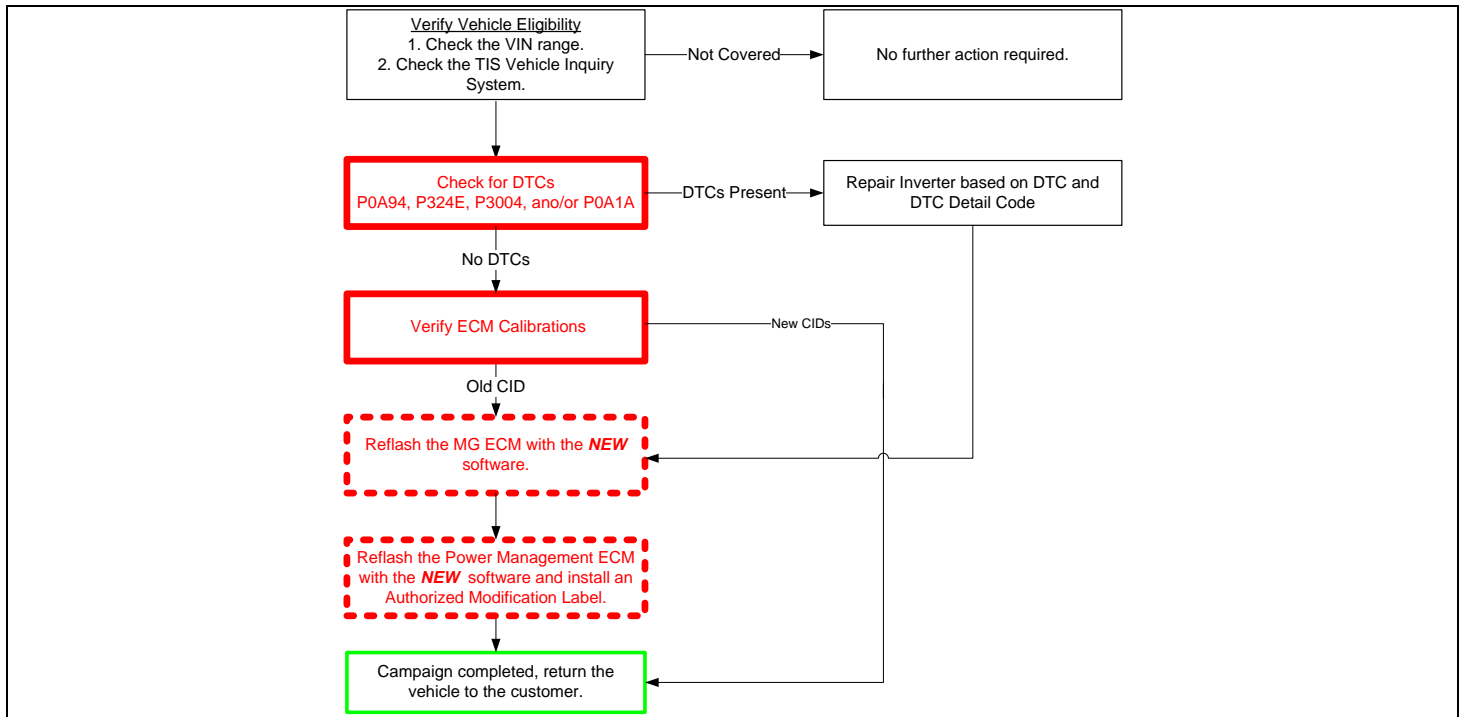
It is **critical** that [T-SB-0012-13](#) in addition to the Technical Instructions for this Safety Recall are followed. This TSB outlines all steps necessary to prevent reprogramming failure. Toyota will not provide reimbursement coverage for reprogramming failures if this TSB is not followed. If you have a reprogramming failure that requires ECU replacement and the Technical Instructions **and** TSB were followed correctly, please create a case with the Technical Assistance Hotline documenting all information related to the failure. If sufficient reporting is received related to re-flash failure, there will be consideration for reimbursement.

NOTE: *There will be a limited inventory of ECUs available in the rare case that a reprogramming failure occurs.*

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Warranty Reimbursement Procedure



Procedure	Op Codes											
	BGG34B	BGG34H	BGG34J	BGG34K	BGG34L	BGG34M	BGG34A	BGG34C	BGG34D	BGG34E	BGG34F	BGG34G
Reprogram the MG ECU OR the power management ECU							✓	✓	✓	✓	✓	✓
Reprogram the MG ECU AND the power management ECU	✓	✓	✓	✓	✓	✓						
Replace the IPM Transistor		✓	✓	✓	✓			✓	✓	✓	✓	
Replace the MG ECU			✓	✓	✓				✓	✓	✓	
Replace the inverter current sensor sub-assembly				✓	✓					✓	✓	
Replace the inverter wire sub-assembly					✓						✓	
Replace the inverter assembly						✓						✓
Flat Rate Hours	0.8	3.7	3.7	4.0	4.0	2.4	0.7	3.6	3.6	3.9	3.9	2.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Other Fluids Sublet: The cost of 2.4L of 50/50 Pre-Mix Super Long Life Coolant (00272-SLLC2) and the cost of seal packing (08826-00100) can be claimed as sublet type "OF" at a maximum cost of (\$32.50 per vehicle) under Op. Codes **BGG34C/D/E/F/G/H/J/K/L/M**
- If parts are not available due to back order, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type "RT" under Op. Codes **BGG34C/D/E/F/G/H/J/K/L/M** **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

Parts Ordering Process

The required Authorized Modification Label to indicate the new software calibration ID can be ordered through the Material Distribution Center (MDC).

Part Number	Description	Quantity
00451-00001-LBL	Authorized Modification Label	25 Per Pack

Inverter component or assembly replacement **MAY BE** necessary based on the vehicle condition and diagnosis as per the F0R technical instructions. **ONLY ORDER** the necessary parts based on the vehicle's diagnosed condition.

Part Number	Description	On MAC	Quantity As Needed
08887-02809	Thermal Grease	No	2
G920H-47040	MG ECU	No	1
04899-47021	IPM Transistor Kit	No	1
G920J-52010	Inverter Current Sensor	Yes	1
G9208-47090	Inverter Wire Sub Assy.	Yes	1
G9200-49056	Inverter Assy. W/Converter	Yes	1
90430-18008	Gasket	No	1
04899-47060	Plug Kit / Inverter Drain	No	1
08826-00100	Seal Packing	No	1

The Power Management ECU is only needed if there is a reprogramming failure; **reprogramming failures ARE NOT COVERED** under the campaign.

Part Number	Description	On MAC	Quantity As Needed
89681-47183	Power Management ECU	Yes	1
89681-47342	Power Management ECU	Yes	1
89681-47422	Power Management ECU	Yes	1

NOTE: Due to a limited number of available parts, the noted parts have been placed on Manual Allocation Control. If you require a part that is on MAC please send an email to Quality_Compliance@Toyota.com with the following information:

1. **Subject Line: F0R MAC Release Request (Dealer Code)**
2. **Dealer Code**
3. **VIN Number**
4. **Inverter Type**
5. **DTCs Present or Reason for Order (If parts are required due to a failed calibration attempt, include the calibration id that failed)**
6. **Part Number and quantity Ordered**
7. **Order Reference Number**
8. **Order Date**
9. **Contact Person**
10. **Phone Number**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

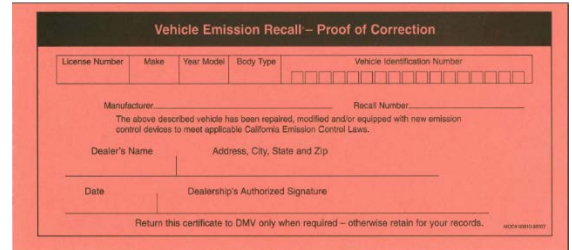
Important Notes:

- **Once you have placed your order, DO NOT upgrade or change your order status.**
- **Dealerships must provide the above listed information within 48 hours of order placement; failure to provide the information above will result in an order cancelation.**
- **The noted parts have been placed on MAC at the launch of the campaign, the ordering process for some parts may change as the parts inventory situation changes, refer to the MAC/DOS report for the most up-to-date parts ordering information.**

Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by October 25, 2015. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



Media Contacts

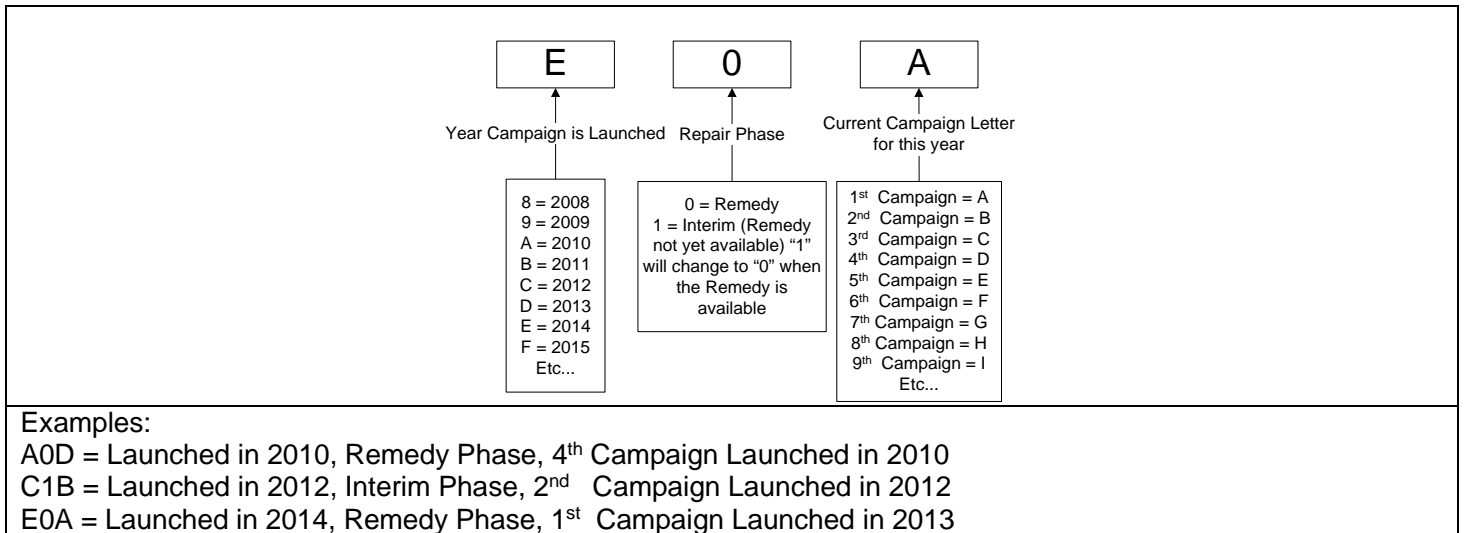
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall F0R – *Remedy Notification*
Certain 2012 - 2014 Model Year Prius V Vehicles
Software Update for Motor Generator ECU and Power Management ECU

Customer Frequently Asked Questions
Published July 30, 2015

Q1: What is the condition?

A1: Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. In certain Model Year 2012-2014 Prius V vehicles, the current software settings for the motor generator ECU and power management ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In rare circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop, increasing the risk of a crash.

Q1a: What is the Hybrid System Inverter?

A1a: The hybrid system inverter converts high-voltage direct current (DC), stored in the HV battery, into high-voltage alternating current (AC) for the motor generator. It also converts AC into DC during regenerative braking for storage in the HV battery.

Q1b: What is the motor generator ECU and Power Management ECU?




A1b: The motor generator ECU (MG ECU) and the power management ECU, together, control the operations of the vehicle's hybrid systems.


Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer will perform a software update to the motor generator ECU and power management ECU at **No Charge** to you. Additionally, if the vehicle has the condition present, the hybrid inverter assembly will be repaired or replaced at **No Charge** to you. Please see your local authorized Toyota dealer for additional details.

Q3: Which Warning Lamps are illuminated on the instrument panel when the vehicle enters fail-safe driving mode?

A3: All of the following warning lights will be illuminated on the instrument panel when the vehicle enters the fail-safe driving mode. The fail-safe driving mode will result in reduced power under which the vehicle can still be driven for short distances.

Warning Lights	
	Hybrid System Warning
	Slip Indicator
	Check Engine Warning Light

Warning Lights	
 (Yellow Light)	Electronically Controlled Brake System Warning Light
PCS	Pre-Collision System Warning Light (If equipped)

Q3a: How long and what distance can a vehicle be driven when the vehicle enters fail-safe driving mode?

A3a: The distance a vehicle will continue to travel in fail-safe driving mode will vary based upon the hybrid battery state of charge and the road conditions. If a vehicle enters fail-safe driving mode, the driver should pull over and stop the car in a safe area. The driver should immediately contact his/her local Toyota dealer for assistance.

Q4: What steps can I take to reduce the possibility of this condition from occurring until the remedy is performed?

A4: Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your owner's manual, Toyota does not recommend towing with your Prius V, and we urge you to follow this recommendation to avoid placing a high load on the hybrid system.

Q4a: What if I experience the condition described above?

A4a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q5: Which and how many vehicles are covered by this campaign?

A5: There are approximately 108,600 certain 2012-2014 model year Prius V vehicles covered by this Safety Recall.

Model	Model Year	Production Period
Prius V	2012-2014	Late August, 2011 – Late June, 2014

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this campaign in the U.S.?

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5b: Why are other hybrid vehicles not covered by this campaign?

A5b: Toyota has determined that other hybrid vehicles aren't affected because the programming of the ECUs of other vehicles is different.

Q6: How long will the repair take?

A6: The software updates will take approximately 1 hour; however, depending upon the dealers work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs related to this campaign?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: How does Toyota obtain my mailing information?

A8: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q9: What if I have addition questions or concerns?

A9: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

**Certain 2012-2014 Model Year Prius V Vehicles
Software Update for Motor Generator ECU and Power Management ECU**

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2014 model year Prius V vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Inside the Hybrid Inverter Assembly is an Intelligent Power Module (IPM) which contains a control board equipped with transistors. In certain Model Year 2012-2014 Prius V vehicles, the current software settings for the motor generator ECU and power management ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In some circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop, increasing the risk of a crash.

What is Toyota going to do?

Any authorized Toyota dealer will perform a software update to the Motor Generator ECU and Power Management ECU at **NO CHARGE** to you. Additionally, if your vehicle has experienced the condition described, the dealer will repair or replace the inverter assembly prior to the software updates.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the software updates performed as soon as possible.

The software updates will take approximately 1 hour; however, depending upon the dealer's work schedule it may be necessary to make your vehicle available for a longer period of time. If the inverter requires repair or replacement, the repair will take approximately 2 days.

Until the remedy is performed, drivers should avoid placing a high load on the hybrid system by avoiding full throttle application when possible. As indicated in your Owner's Manual, Toyota does not recommend towing with your Prius V and we urge you to follow this recommendation to avoid placing a high load on the system.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.
- If you believe that the dealer or Toyota 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 Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://safercar.gov>.

What if you live in California and don't have this Safety Recall Campaign performed?

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **NO CHARGE** Safety Recall Campaign the California Air Research Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign completed.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle 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:

Toyota Motor Sales, USA, Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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 Toyota

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

Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- Proof-of-Payment
 - Only the following items are valid Proof-of-Payment
 - Copy of a cancelled check
 - Copy of a signed credit card receipt
 - Copy of a credit card statement
 - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are valid Proof-of-Ownership
 - Copy of bill of sale
 - Copy of the title
- Name, address, and phone number printed on all documents