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Florida Department of Agriculture and Consumer Services

Division of Consumer Services

2005 Apalachee Pkwy

Tallahassee, FL 32399-6500

February 26, 2011

Case #: 1101-03402

2005 Toyota Prius

VIN # JTDKB22U257024491

To Whom It May Concern:

In regards to the repairs performed November 17, 2010, we followed the correct procedure to diagnose and repair using Toyota's reference material, flow chart repair procedure, and diagnostic computer.

The attached documents support our findings:

- A. Computer Health Check prior to repairs listing codes we found
- B. Vehicle Diagnostic Report
- C. Data Report code #C1256 (Freeze Frame Data from vehicle)
- D. Diagnostic Flow Chart
- E. Computer Health Check report after we finished showing no open codes

Unfortunately Mr. De Trinis is upset due to a subsequent issue that was unrelated to his original issue.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Clauss".

Kevin Clauss
Service Director
Toyota of Melbourne
kclauss@toymel.com