

**From:** David Smith DSmith@teamdeluz.com   
**Subject:** RE: JTDKB20U983448782  
**Date:** November 4, 2014 at 9:36 AM  
**To:** HarryBet harrybet@sbcglobal.net

DS

Aloha Harry,

There was also no out of warranty assistance for that concern either.

Mahalo,

[David W. Smith](#)

Service Manager

Big Island Toyota

808-974-2274 Direct

74-5504 Kaiwi Street, Kailua- Kona, HI 96740

[www.bigislandtoyota.com](http://www.bigislandtoyota.com)



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**From:** HarryBet [mailto:harrybet@sbcglobal.net]  
**Sent:** Tuesday, November 04, 2014 9:35 AM  
**To:** David Smith  
**Subject:** Re: JTDKB20U983448782

David ;

And what of the Spoiler oxidizing that was reported ?

On Nov 4, 2014, at 9:31 AM, David Smith <[DSmith@teamdeluz.com](mailto:DSmith@teamdeluz.com)> wrote:

Aloha Mr. Betancourt,

The distributor has declined an out of warranty repair on your vehicle. The steering wheel replacement cost \$1102.72 parts & labor.

This is not an item that we stock it would need to be special ordered.

Please let me know.

Mahalo,

[David W. Smith](#)

Service Manager

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[<image005.jpg>](#) [<image006.jpg>](#)

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