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**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
SAN JOSE DIVISION**

YAN MEI ZHENG-LAWSON,
YUANTENG PEI, and JOANNE E.
FERRARA, on behalf of themselves and all
others similarly situated,

Plaintiffs,

v.

TOYOTA MOTOR CORPORATION,
TOYOTA MOTOR NORTH AMERICA,
INC., and TOYOTA MOTOR SALES
U.S.A., INC.,

Defendants.

Case No. 17-cv-06591-BLF

**ORDER GRANTING IN PART AND
DENYING IN PART MOTION TO
DISMISS AND STRIKE PLAINTIFFS’
SECOND AMENDED COMPLAINT**

[Re: ECF 67]

Defendants have filed a Motion to Dismiss and Strike Plaintiffs’ Second Amended Complaint (“SAC”) under Federal Rules of Civil Procedure 12(b)(6) and 12(f). After reviewing the motion, opposition, and reply briefs, the Court submitted the matter for disposition without oral argument. *See* Order Submitting Motion, ECF 71. The motion is GRANTED IN PART AND DENIED IN PART for the reasons discussed below.

I. BACKGROUND¹

In this putative class action, Plaintiffs allege that Defendants’ brochures represented that an “auto on/off” headlight feature was included as standard on certain 2016 Toyota Rav 4 vehicles – specifically, the XLE, XLE Hybrid, and SE models – when in fact the auto on/off headlight feature was not standard on those models. SAC ¶¶ 1-7, ECF 63.

¹ Plaintiffs’ well-pled factual allegations are accepted as true for purposes of the motion to dismiss. *See Reese v. BP Exploration (Alaska) Inc.*, 643 F.3d 681, 690 (9th Cir. 2011).

1 Each Plaintiff purchased a 2016 Toyota Rav 4 model XLE, Zheng-Lawson in New York,
2 Pei in California, and Ferrara in Pennsylvania. SAC ¶¶ 19-21, 66, 69, 72. Plaintiffs seek to
3 represent a Nationwide class, as well as New York, California, and Pennsylvania subclasses, of
4 individuals who purchased or leased the XLE, XLE Hybrid, or SE models. While the named
5 Plaintiffs bought only the XLE model, they argue that they may represent consumers of the XLE
6 Hybrid and SE models who were misled by the same misrepresentation, in the same brochures,
7 regarding inclusion of auto on/off headlights as a standard feature.

8 After filing their original complaint in November 2017, Plaintiffs filed a first amended
9 complaint (“FAC”), which was the subject of a motion to dismiss and strike brought by
10 Defendants under Rules 12(b)(6) and 12(f). At the motion hearing, the Court stated that overall
11 Plaintiffs’ counsel had done “a great job” drafting the pleading, but that there were some
12 deficiencies. Hrg. Tr. 3:18-24, ECF 58. The Court discussed those deficiencies on the record and
13 issued a written order offering guidance for amendment. *See* Hrg. Tr., ECF 58; Order Granting
14 Motion to Dismiss, ECF 54. Specifically, the Court indicated that Plaintiffs needed to allege what
15 conduct was attributable to each Defendant, rather than lumping all the Defendants together, and
16 needed to attach copies of the brochures at issue or plead their contents verbatim. *See* Order
17 Granting Motions to Dismiss at 3-5, ECF 54. The Court noted that Plaintiffs had conceded their
18 claim under California’s Song-Beverly Consumer Warranty Act and it granted Plaintiffs leave to
19 assert instead a new claim under California’s Secret Warranty Law. *Id.* at 6.

20 The Court declined to address Defendants’ motion to strike, for lack of standing, claims
21 based on the XLE Hybrid and SE models which none of the named Plaintiffs purchased. Order
22 Granting Motion to Dismiss at 7, ECF 54. The Court concluded “that it would be premature to
23 address those issues at this early stage of the proceedings,” observing that “[i]t is the Court’s
24 experience that class claims frequently are narrowed by the time a case reaches the class
25 certification stage.” *Id.* The ruling was “without prejudice to reassertion of Defendants’
26 arguments if and when this case reaches class certification.” *Id.*

27 Plaintiffs thereafter filed the operative SAC, which contains specific allegations regarding
28 each Defendant and identifies the brochures relied on by Plaintiffs. The SAC alleges claims for:

1 (1) Deceptive Trade Practices in violation of General Business Law § 349 on behalf of New York
2 Subclass; (2) Deceptive Trade Practices in violation of General Business Law § 350 on behalf of
3 New York Subclass; (3) Breach of Express Warranty in violation of California Commercial Code
4 § 2313 on behalf of Nationwide Class or, alternatively, California Subclass; (4) Breach of Express
5 Warranty in violation of New York Uniform Commercial Code § 2-313 on behalf of New York
6 Subclass; (5) Breach of Express Warranty in violation of 13 Pa. C.S.A. § 2313 on behalf of
7 Pennsylvania Subclass; (6) Unfair Competition in violation of California Business & Professions
8 Code § 17200 et seq. on behalf of Nationwide Class or, alternatively, California Subclass; (7)
9 violation of California’s Consumer Legal Remedies Act, California Civil Code § 1750 et seq., on
10 behalf of Nationwide Class or, alternatively, California Subclass; (8) violation of California’s
11 Secret Warranty Law, California Civil Code § 1795.90 et seq., on behalf of California Subclass;
12 (9) Deceptive Acts in violation of Pennsylvania’s Unfair Trade Practices and Consumer Protection
13 Law, 73 P.S. 201-2 et seq., on behalf of Pennsylvania Subclass; (10) Unfair Conduct in violation
14 of Pennsylvania’s Unfair Trade Practices and Consumer Protection Law, 73 P.S. 201-1 et seq., on
15 behalf of Pennsylvania Subclass; and (11) Unjust Enrichment under California law on behalf of
16 Nationwide Class or, alternatively, California Subclass.

17 Defendants move to dismiss the SAC under Rule 12(b)(6) and again move to strike claims
18 based on the XLE Hybrid and SE models under Rule 12(f).

19 **II. MOTION TO DISMISS**

20 **A. Legal Standard**

21 “A motion to dismiss under Federal Rule of Civil Procedure 12(b)(6) for failure to state a
22 claim upon which relief can be granted ‘tests the legal sufficiency of a claim.’” *Conservation*
23 *Force v. Salazar*, 646 F.3d 1240, 1241-42 (9th Cir. 2011) (quoting *Navarro v. Block*, 250 F.3d
24 729, 732 (9th Cir. 2001)). While a complaint need not contain detailed factual allegations, it
25 “must contain sufficient factual matter, accepted as true, to ‘state a claim to relief that is plausible
26 on its face.’” *Ashcroft v. Iqbal*, 556 U.S. 662, 678 (2009) (quoting *Bell Atl. Corp. v. Twombly*,
27 550 U.S. 544, 570 (2007)). A claim is facially plausible when it “allows the court to draw the
28 reasonable inference that the defendant is liable for the misconduct alleged.” *Id.*

1 **B. Discussion**

2 Defendants move to dismiss Plaintiffs’ claims for breach of express warranty (Counts III,
3 IV, and V) and their claims for breach of state consumer protection statutes (Counts I, II, VI, VII,
4 IX, and X). Defendants also seek dismissal of Plaintiff Pei’s claim under California’s Secret
5 Warranty Law (Count VIII) and his claim for unjust enrichment (Count XI).

6 **1. Breach of Express Warranty**

7 In Counts III, IV, and V, Plaintiffs assert claims for breach of express warranty under the
8 laws of California, New York, and Pennsylvania. The claims are based on brochures that
9 Plaintiffs allege they saw and relied on in deciding to purchase their vehicles.

10 The Court previously dismissed the express warranty claims because Plaintiffs had neither
11 submitted copies of the brochures nor alleged their contents with specificity. *See* Order Granting
12 Motions to Dismiss at 4-5, ECF 54. “[A]n express warranty is created only when an ‘affirmation
13 of fact or promise’ or a ‘description of the goods’ is part of the ‘basis of the bargain.’” *In re Nexus*
14 *6P Prod. Liab. Litig.*, 293 F. Supp. 3d 888, 914 (N.D. Cal. 2018) (describing laws of California,
15 New York, Pennsylvania, and other states).

16 Plaintiffs have cured this deficiency by attaching the brochures they viewed to the SAC.
17 *See* SAC ¶¶ 67, 70, 73 & Exhs. A, B. Exhibit A is a hard copy brochure that was available in
18 dealerships and Exhibit B is a brochure that was available on the Internet. *See* SAC ¶ 7 and Exhs.
19 A, B. The brochures described the Rav 4 models offered for sale in 2016, listing each model’s
20 features in bullet point fashion. *See* SAC Exh. A at Pltf. 000876-77; Exh. B at Pltf. 000101-03.
21 The brochures listed the auto on/off headlights feature among the “Exterior Features” on the XLE,
22 XLE Hybrid, and SE models. *See id.* The auto on/off feature was not listed among the “Options”
23 available for purchase. *See id.* Plaintiffs understood the brochures to represent that the auto on/off
24 headlights were provided as standard features of the XLE, XLE Hybrid, and SE models. SAC ¶¶
25 68, 71, 74. They paid a higher price for the XLE model because they wanted the auto on/off
26 headlights feature, which was not offered as standard on the lower priced LE model. *See id.*
27 When Plaintiffs received their vehicles, however, they were not equipped with the auto on/off
28 headlights feature. *See id.* In fact, Plaintiffs discovered that *none* of the standard versions of the

1 2016 Toyota Rav 4 XLE, XLE Hybrid, and SE models sold in the United States were equipped
2 with the auto on/off headlight feature. SAC ¶¶ 12, 15. These allegations are sufficient to plead
3 the terms of the express warranty and its breach.

4 Defendants contend that “disclaimers contained in each version of the brochure render the
5 statements regarding the vehicle’s standard equipment neither ‘specific’ nor ‘unequivocal’ so as to
6 plausibly create an express warranty.” Defs.’ Motion at 6, ECF 67. Disclaimers of express
7 warranties are governed by identical commercial code provisions in California, New York, and
8 Pennsylvania: “Words or conduct relevant to the creation of an express warranty and words or
9 conduct tending to negate or limit warranty shall be construed wherever reasonable as consistent
10 with each other; but . . . negation or limitation is inoperative to the extent that such construction is
11 unreasonable.” Cal. Com. Code § 2316(1); N.Y. U.C.C. § 2-316(1); 13 Pa. Stat. and Cons. Stat.
12 Ann. § 2316(a).

13 Defendants point to the following language, which appeared in both the hard copy and
14 online brochures, arguing that the language negated any warranty regarding the Rav 4 models’
15 standard features:

16 All information presented herein is based on data available at the time of printing,
17 is subject to change without notice and pertains specifically to mainland U.S.A.
vehicles only. Prototypes shown. Actual production vehicles may vary.

18 SAC Exh. A at Pltf. 000881; Exh. B at Pltf. 000110 (replacing “printing” with “posting”).

19 Defendants also quote additional language which appeared only in the hard copy brochure:

20 For details on vehicle specifications, standard features and available equipment in
21 your area, contact your Toyota dealer. A vehicle with particular equipment may
22 not be available at the dealership. Ask your Toyota dealer to help locate a
specifically equipped vehicle.

23 SAC Exh. A at Pltf. 000881.

24 The Court declines to find as a matter of law, at the pleading stage, that this language was
25 sufficient to negate Defendants’ representations regarding the standard features of the vehicles in
26 question. The statement that the information in the brochures was based on “data available at the
27 time of printing” and was “subject to change without notice” did not clearly inform consumers that
28 the bullet point lists of vehicle features were meaningless. To the contrary, the statement

1 suggested that those lists were accurate when the brochures issued. On its face, the disclaimer was
2 directed to situations in which one or more vehicle features changed after issuance of the
3 brochures. Similarly, directing consumers to contact a local Toyota dealer for details regarding
4 the availability of a vehicle with particular equipment did not inform consumers that the standard
5 models described in the brochure were non-existent in the United States. Plaintiffs allege that
6 *none* of the standard versions of the 2016 Toyota Rav 4 XLE, XLE Hybrid, and SE models sold in
7 the United States were equipped with the auto on/off headlight feature. SAC ¶¶ 12, 15. As
8 discussed above, a negation or limitation on an express warranty “is inoperative to the extent that
9 such construction is unreasonable.” Cal. Com. Code § 2316(1); N.Y. U.C.C. § 2-316(1); 13 Pa.
10 Stat. and Cons. Stat. Ann. § 2316(a). Plaintiffs have alleged facts sufficient to show that they
11 reasonably understood the brochures to contain a warranty that the auto on/off feature was
12 standard on the XLE, XLE Hybrid, and SE models, and that application of the asserted disclaimers
13 to negate that warranty would be unreasonable in this case.

14 Given this conclusion, the Court need not reach Plaintiffs’ arguments that the disclaimers
15 were not sufficiently conspicuous to be valid, or the many cases cited by both sides regarding the
16 legal effect of font size, placement, and other aspects of disclaimer language.

17 Defendants cite *Weinstat v. Dentsply Int’l, Inc.*, 180 Cal. App. 4th 1213, 1230 (2010), for
18 the proposition that Plaintiffs cannot maintain their express warranty claims absent specific
19 allegations regarding the circumstances of their purchases from non-party dealers. *See* Defs.’
20 Motion at 8-9, ECF 67. Defendants suggest that such allegations are required because Plaintiffs’
21 interactions with dealers might show that they did not reasonably rely on the vehicle descriptions
22 in the brochures. *See id.* Having read *Weinstat* carefully, and in particular the single page cited by
23 Defendants, the Court is unable to extract any such pleading requirement from the case. To the
24 contrary, *Weinstat* holds that a plaintiff asserting an express warranty claim under California law
25 need not even prove reliance on the seller’s description of goods, and that California Commercial
26 Code § 2313 “creates a presumption that the seller’s affirmations go to the basis of the bargain.”
27 *Weinstat*, 180 Cal. App. 4th at 1227.

28 Defendants’ motion to dismiss is DENIED as to the express warranty claims.

1 And finally, Plaintiffs allege that they were injured because they bought higher end models at
2 higher prices than they otherwise would have paid based on their belief that the models would
3 have the auto on/off feature. SAC ¶ 14. These allegations are repeated throughout the SAC with
4 additional details regarding each named Plaintiff's experiences. The Court concludes that the
5 allegations are sufficient to satisfy Rule 9(b).

6 Defendants also argue that Plaintiffs have failed to allege that the brochures would mislead
7 reasonable consumers. Liability under California, New York, and Pennsylvania consumer
8 protection statutes are governed by a "reasonable" or "ordinary" consumer standard. *See*
9 *Davidson*, 889 F.3d at 964 n.2 (California); *Oswego Laborers' Local 214 Pension Fund v. Marine*
10 *Midland Bank, N.A.*, 85 N.Y. 2d 20, 26 (1995) (New York); *Com. ex rel. Corbett v. Manson*, 903
11 A.2d 69, 74 (2006) (Pennsylvania). Under this standard, a plaintiff must allege facts showing that
12 "members of the public are likely to be deceived." *Williams v. Gerber Prod. Co.*, 552 F.3d 934,
13 938 (9th Cir. 2008) (internal quotation marks and citation omitted). "[W]hether a business practice
14 is deceptive will usually be a question of fact not appropriate for decision" at the pleading stage.
15 *Id.* 938-39. As discussed above, Plaintiffs allege that based on Defendants' brochures, they
16 reasonably believed the auto on/off headlights feature was standard on the XLE, XLE Hybrid, and
17 SE models of the 2016 Rav 4. The auto on/off headlights feature was not standard on those
18 models. Plaintiffs' allegations, and the brochures themselves, are sufficient to allege that a
19 reasonable or ordinary consumer would have been deceived.

20 Defendants rely on *Oswego* in arguing that Plaintiffs have failed to allege that reasonable
21 consumers would have relied solely on the brochures in purchasing their vehicles. Defendants'
22 reliance is misplaced. In *Oswego*, the plaintiffs sued the defendant bank for lost interest, alleging
23 that the bank failed to inform them that certain accounts would not receive interest on deposits in
24 excess of \$100,000. The trial court granted summary judgment for the bank, and the plaintiffs
25 appealed. The appellate court reversed, finding that it was unclear from the record whether the
26 bank gave the plaintiffs documents informing them about the limitation on interest, and thus
27 whether a reasonable consumer in the plaintiffs' circumstances might have been misled by the
28 bank's conduct. *Oswego*, 85 N.Y. 2d at 27. The case does not set forth, or even suggest, that a

1 plaintiff suing on misrepresentations contained in advertising brochures must allege facts showing
2 that a reasonable consumer would have relied solely on those brochures in deciding to purchase.

3 Defendants' motion to dismiss is DENIED as to the consumer protection claims.

4 **3. California's Secret Warranty Law**

5 Count VIII is asserted by Plaintiff Pei under California's Secret Warranty Law, Cal. Civ.
6 Code § 1795.90, et seq. Under the California Secret Warranty Law, "[a] manufacturer shall,
7 within 90 days of the adoption of an adjustment program, . . . notify by first-class mail all owners
8 or lessees of motor vehicles eligible under the program of the condition giving rise to and the
9 principal terms and conditions of the program." Cal. Civ. Code § 1795.92(a). An adjustment
10 program is defined as:

11 any program or policy that expands or extends the consumer's warranty beyond its
12 stated limit or under which a manufacturer offers to pay for all or any part of the
13 cost of repairing, or to reimburse consumers for all or any part of the cost of
14 repairing, any condition that may substantially affect vehicle durability, reliability,
or performance, other than service provided under a safety or emission-related
recall campaign. "Adjustment program" does not include ad hoc adjustments made
by a manufacturer on a case-by-case basis.

15 Cal. Civ. Code § 1795.90(d). In order to state a claim under this statute, a plaintiff must allege
16 facts showing that the manufacturer adopted an adjustment program. *See In re MyFord Touch*
17 *Consumer Litig.*, 46 F. Supp. 3d 936, 990 (N.D. Cal. 2014). It is insufficient to provide only
18 conclusory allegations that the manufacturer expanded or extended the original warranty. *See id.*

19 Pei alleges that "[t]he existence of the 'secret warranty' is established by the fact that
20 Plaintiff Ferrara was offered \$300-\$500 or an automatic starter to address the failure to include the
21 auto on/off feature in their headlight system." SAC ¶ 163. He alleges further that "[t]his remedy,
22 however, was only available to those who complained loudly enough." *Id.* Defendants correctly
23 point out that these allegations are insufficient to allege the adoption of an adjustment program as
24 defined above. At most, the allegations suggest that Defendants made ad hoc adjustments on a
25 case-by-case basis.

26 Although Plaintiffs have amended their pleading twice previously, they added the secret
27 warranty claim in their last amendment and have not received any guidance from the Court on that
28 claim until now. The Court therefore will grant Plaintiffs leave to amend the claim.

1 Defendants’ motion to dismiss is GRANTED WITH LEAVE TO AMEND as to the claim
2 for violation of California’s Secret Warranty Law.

3 **4. Unjust Enrichment**

4 In Count XI, Plaintiff Pei asserts a claim for unjust enrichment under California law on
5 behalf of the Nationwide class or, alternatively, the California subclass. The Court previously
6 dismissed the unjust enrichment claim because Plaintiffs had not specified which state’s law
7 governs the claim. *See* Order Granting Motions to Dismiss at 6, ECF 54. Plaintiffs have cured
8 that defect by specifying California law.

9 The Ninth Circuit has held that a claim for unjust enrichment under California law may be
10 treated as a quasi-contract claim seeking restitution. *Astiana v. Hain Celestial Grp., Inc.*, 783 F.3d
11 753, 762 (9th Cir. 2015). Such a claim is based on the theory “that a defendant has been unjustly
12 conferred a benefit through mistake, fraud, coercion, or request.” *Id.* (internal quotation marks
13 and citation omitted). In *Astiana*, the plaintiff “alleged in her First Amended Complaint that she
14 was entitled to relief under a ‘quasi-contract’ cause of action because Hain had ‘entic[ed]’
15 plaintiffs to purchase their products through ‘false and misleading’ labeling, and that Hain was
16 ‘unjustly enriched’ as a result.” *Id.* The Ninth Circuit concludes that “[t]his straightforward
17 statement is sufficient to state a quasi-contract cause of action.” *Id.*

18 Pei alleges that Defendants represented that the XLE, XLE Hybrid, and SE models were
19 equipped with the auto on/off feature; Defendant Toyota Motor knew that those models were not
20 equipped with the auto on/off feature; class members purchased or leased those models based on a
21 reasonable expectation that they would have the auto on/off feature; Defendant Toyota Motor
22 received funds from those sales; and Defendant Toyota Motor thereby received an economic
23 benefit at the expense of class members. SAC ¶¶ 189-194. Under the rationale of *Astiana*,
24 Plaintiffs’ allegations are sufficient to state a claim against Defendant Toyota Motor.

25 Defendants’ motion to dismiss this claim is based upon somewhat convoluted
26 hypotheticals that do not find support in the SAC. The Court need not address Defendants’
27 hypotheticals to conclude that Plaintiffs have stated a straightforward claim for unjust enrichment
28 similar to that stated by the plaintiff in *Astiana*.

1 Defendants' motion to dismiss is DENIED as to the unjust enrichment claim.

2 **III. MOTION TO STRIKE**

3 **A. Legal Standard**

4 Federal Rule of Civil Procedure 12(f) permits a court to “strike from a pleading an
5 insufficient defense or any redundant, immaterial, impertinent, or scandalous matter.” The
6 function of a motion made under this rule is “to avoid the expenditure of time and money that
7 must arise from litigating spurious issues by dispensing with those issues prior to trial.”
8 *Whittlestone, Inc. v. Handi-Craft Co.*, 618 F.3d 970, 973 (9th Cir. 2010) (quotation marks and
9 citation omitted). “While a Rule 12(f) motion provides the means to excise improper materials
10 from pleadings, such motions are generally disfavored because the motions may be used as
11 delaying tactics and because of the strong policy favoring resolution on the merits.” *Barnes v. AT*
12 *& T Pension Ben. Plan-Nonbargained Program*, 718 F. Supp. 2d 1167, 1170 (N.D. Cal. 2010).

13 **B. Discussion**

14 Defendants move to strike Plaintiffs' claims based on the XLE Hybrid and SE models
15 which were not purchased by any of the named Plaintiffs. Defendants argue that Plaintiffs lack
16 standing to assert claims on behalf of persons who purchased or leased the XLE Hybrid and SE
17 models, because those vehicles are not sufficiently similar to the XLE model which was purchased
18 by Plaintiffs.

19 Defendants raised this standing argument in its prior motion, and the Court declined to
20 address it at that time, concluding that the issue was premature. *See* Order Granting Motions to
21 Dismiss at 7, ECF 54. The Court observed that “class claims frequently are narrowed by the time
22 a case reaches the class certification stage,” and denied the motion to strike “without prejudice to
23 reassertion of Defendants' arguments if and when this case reaches class certification.” *Id.*

24 Defendants acknowledge the Court's prior guidance, but they ask the Court to reconsider
25 whether it is appropriate to address the standing issue at this time in light of the fact that the Court
26 now has before it brochures describing the different Rav 4 models. Defendants argue that those
27 brochures make clear that the three models contain different standard and optional features, and
28 that as a result Plaintiffs have not alleged that the non-purchased XLE Hybrid and SE models are

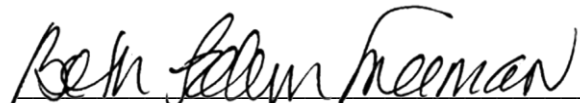
1 sufficiently similar to the purchased XLE model under the standards applied by this Court in
2 *Romero v. Flowers Bakeries, LLC*, No. 14-CV-05189-BLF, 2015 WL 2125004, at *5 (N.D. Cal.
3 May 6, 2015).

4 Given that all three vehicles are models of the 2016 Rav 4, and that the asserted class
5 claims are based on the same alleged misrepresentation contained in the same brochures, the Court
6 does not find the standing issue to be as clear-cut as Defendants would wish. However, the Court
7 need not decide the standing issue now, because – as stated in the prior order – the issue more
8 appropriately should be addressed at class certification.

9 **IV. ORDER**

- 10 (1) The motion to dismiss the SAC is GRANTED WITH LEAVE TO AMEND as to
11 Count VIII for violation of California’ Secret Warranty Law, and otherwise is
12 DENIED.
- 13 (2) The motion to strike is DENIED.
- 14 (3) Any amended pleading shall be filed on or before January 4, 2019. Leave to amend
15 is limited to Count VIII. Plaintiffs may not add new claims or parties without
16 express leave of the Court. If Plaintiffs choose not to amend, they shall file a
17 notice informing the Court and Defendants of that decisions as soon as is
18 practicable. In that event, Defendants’ time to answer the SAC will run from
19 the filing of such notice.

20
21 Dated: December 13, 2018

22 
23 _____
24 BETH LABSON FREEMAN
25 United States District Judge
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