



RICHARD J. COOK
Acting Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

December 17, 2004



PETER C. HARVEY
Attorney General

RENE ERDOS
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 604-8200

Far Hill, NJ

RE: Autolog Forwarding Corporation
File No: 04-21576

Dear Sir/Madam:

Thank you for writing to the N J Division of Consumer Affairs concerning your complaint. After reviewing your concerns, we have referred your letter to the N.J. Consumer Protection Office listed below. Since the subject of your complaint is headquartered there, that office will be best equipped to help. A representative will contact you.

Union County Consumer Affairs
300 North Avenue, East
Westfield, NJ 07091
(908) 854-9840

If you have additional information, please forward it there. (If you do forward additional information, please attach a copy of this letter or mention that you are adding new information to an existing complaint.)

It is important that consumers who are dissatisfied with products or services report their experiences. Thank you again for doing so.

If you need assistance in the future, please contact your county Consumer Affairs office.

Sincerely yours,

Patricia D. Pate

Patricia D Pate, Supervisor, Consumer Service Center

PP/aro
107.Frm

Amcomari
1/18/05

BUCK SLIP

Area Elder Complaint # 0421576
 Date rec'd 10/14/04 How rec'd 01
 Investigator # 084 Status # 09
 Product Service 745
 Nature of Complaint 685
 Disposition 23
 Explanation UNION
 Is there a CALA? Yes No
 Date read 10/14/04 By ESilva
 Date of Data Entry 12/3/04 By AS
 Add'l Remarks

(7/99)



State of New Jersey
DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS
P.O. Box 45025
NEWARK, NEW JERSEY 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: _____

ADDRESS: _____

CITY: Passaic

STATE: New Jersey

ZIP: _____

HOME TELEPHONE NUMBER: _____

WORK TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

BUSINESS: _____

ADDRESS: _____

CITY: _____

STATE: _____

TELEPHONE NUMBER (1): _____

TELEPHONE NUMBER (2): _____

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☐ 45-59 ☒ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

☒ Automotive Transportation company

☒ Automotive REPAIRS

☐ Charity

☐ Direct Mail/Sweepstakes

☐ Professional Service

☐ Stocks/Securities

☐ Bingo/Raffle

☐ Health Club

☐ Wheelchair Lemon Law

☐ Weighing/Measuring Devices

☐ Home Furnishings

☐ Other (specify) _____

☐ Banking

☐ Home Repair

☐ Telemarketing

☐ Warranty

☐ Used Car Lemon Law

☐ Credit Card

☐ Internet/Cyberspace

☐ Telecommunications

☐ Advertising

☐ New Car Lemon Law

2. If your complaint involves a motor vehicle, please provide the following information:

a. ☐ New ☐ Used

b. ☐ Purchased ☐ Leased

c. Purchase Price _____

Current Mileage _____

d. Date of purchase _____

☐ With Warranty

☐ With Service Contract

☐ As Is

e. Make _____

Model _____

Year _____

3. Name of company with which you dealt: _____

4. Name and title of company agents or employees with whom you dealt: _____

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (no originals) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

WE SHIPPED 2 CARS FROM FLORIDA TO NEW JERSEY WITH AUTOLOG.
BOTH ARRIVED ^{1 WEEK} LATE NECESSITATING 2 WEEKS OF A RENTAL. ONE CAR
WAS DELIVERED DAMAGED WITH ALTERED PAINT WORK TO
MAKE IT APPEAR AS THOUGH THIS DAMAGE WAS PRE-EXISTING.
THE REAR PASSENGER PANEL WAS SCRAPPED BEHIND TIRE
WITH BLACK RUBBER MARKS IN FRONT OF REAR TIRE.
OUR NCR PAGE 2 (CUSTOMER ORIGINAL) SHOWS NO
PRE-EXISTING DAMAGE IN THIS AREA. AUTOLOG'S NCR -
PAGES 1, 3, 4 & 5 SHOW ALREADY PRE-EXISTING DAMAGE.
COMPANY CLAIMS DAMAGE WAS THERE TO START WITH
AND REFUSES TO COVER DEDUCTIBLE OR ACKNOWLEDGE
THAT THE PAINTWORK WAS ALTERED.

WE ARE ENCLOSED COPIES OF ALL CORRESPONDENCE
AND PHOTOGRAPHS DOCUMENTING OUR CLAIM.

THANK YOU FOR CONSIDERATION OF THIS MATTER

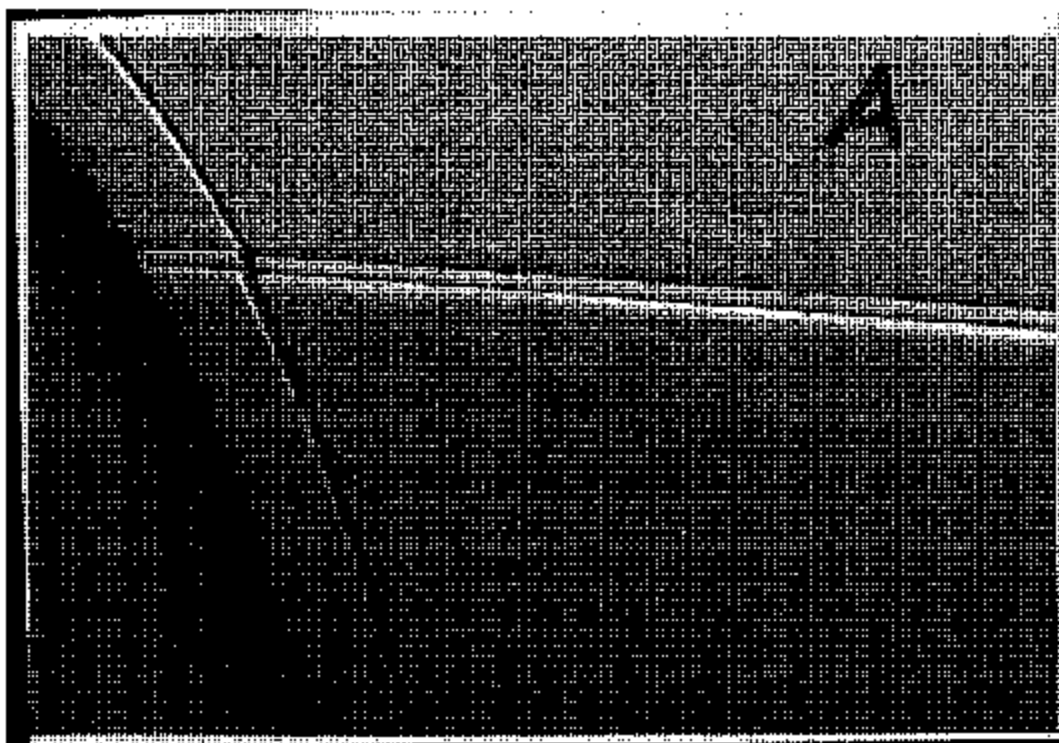
6. The amount of loss involved in this complaint: \$ 500.00 DEDUCTIBLE. Please provide a breakdown of these losses:

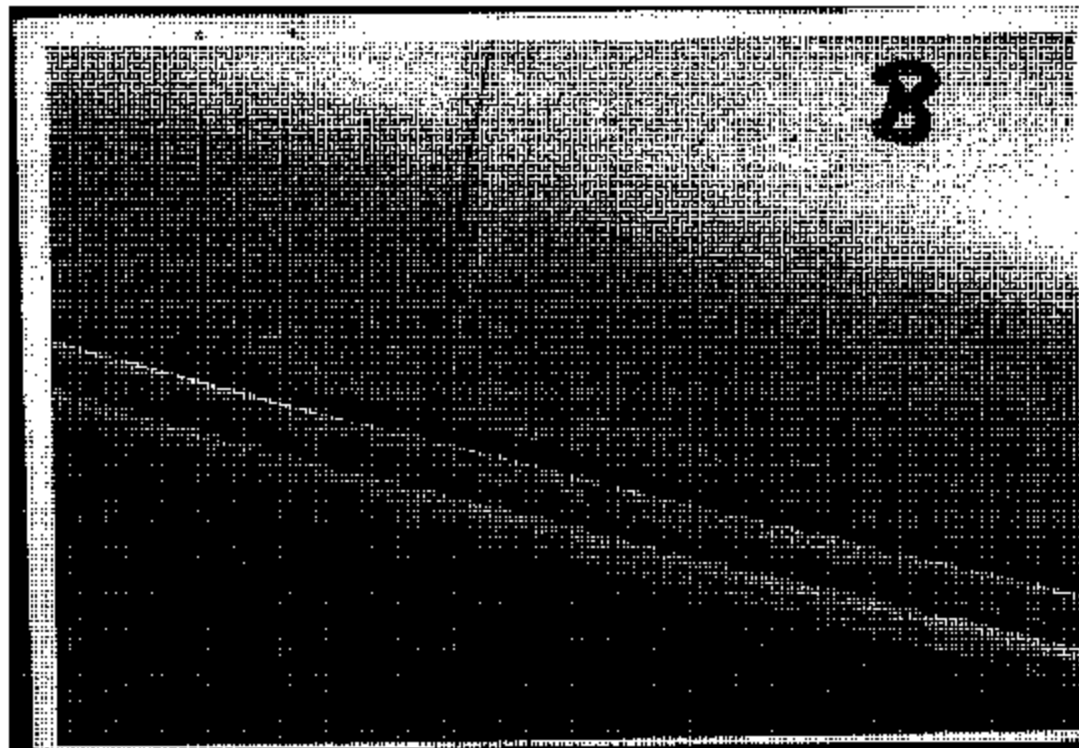
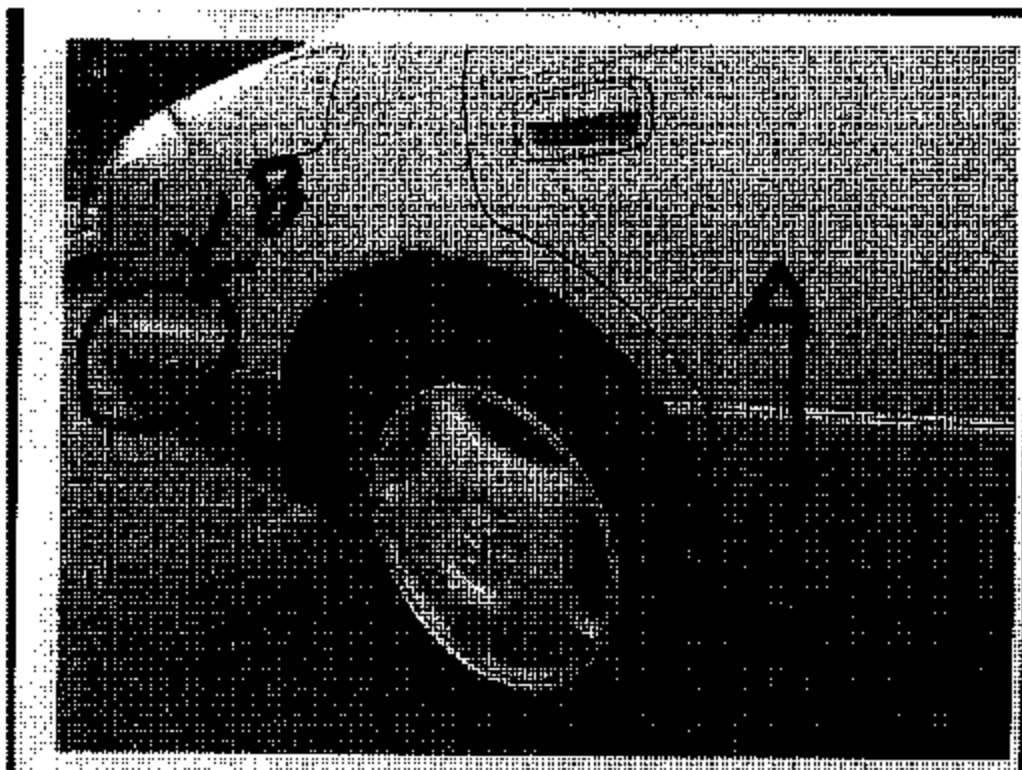
I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

Date

* This certification must be signed by the person completing the form.







2

Autolog Forwarding Corp.

1701 EAST LINDEN AVENUE ▲ LINDEN, NEW JERSEY 07036 ▲ 908-587-9384 ▲ 800-367-7201 ▲ FAX 908-587-9685

May 26, 2004

Re Invoice #: CL-81282

Dear _____,

This letter is to acknowledge receipt of notification from you of a claim for alleged transport damage to your vehicle.

Claims for alleged transport damage must be filed in writing in detail with Autolog in a timely manner (within 5 business days of delivery of your vehicle) and documentation to support your claim (with estimates, pictures, etc.) must be furnished within 30 days thereafter.

In order to facilitate the investigation of your claim in a timely manner, we need you to fill out the enclosed form and return it to Autolog with the following additional material if checked.

- ☒ (1) Your Final Inspection Report at the time you received delivery of your vehicle;
- ☒ (2) A clear picture of the alleged damage.
- ☒ (3) A detailed written estimate of the cost to repair the damage.

ALL
ENCLOSED

As you are aware, unless you paid an additional sum to have Autolog primarily responsible for transit damage, your insurance is primary and Autolog is only responsible for your deductible up to a maximum of \$500.00. In this regard, the inspection report and transportation contract clearly states the following:

"...Autolog shall have the full benefit of all insurance you maintain on your vehicle unless you pay Autolog an additional \$100.00. Rates quoted are based on the shipper having his own collision coverage on the vehicle with at most a \$500.00 deductible. If shipper does not have such coverage and requests that Autolog cover damage in excess of \$500.00 to the vehicle, shipper must pay an additional \$100.00 prior to shipment. The shipper is obligated to notify Autolog in writing on this form if they have no collision or comprehensive insurance on the subject vehicle..."

In view of the above, if you believe the alleged transit damage to your vehicle exceeds \$500, we strongly advise that you promptly notify your insurance company of the claim in addition to supplying the information requested to Autolog. When your insurance company settles the claim with you, Autolog will reimburse the deductible under the policy to you to the extent it does not exceed \$500, provided the damage occurred in transit as a result of our negligence. By following this procedure, your claim will be handled in the most timely manner with the least inconvenience to you.

In the event the alleged transit damage is under \$500, or you elect for whatever reason not to notify your insurance carrier, please be advised that Autolog's insurance carrier has set a maximum permitted allowance of \$40/hour with respect to labor rates on the cost of repair. Estimates which include rates in excess of this amount will not be paid.

Your claim will be processed upon receipt of the above information. Thank you for using Autolog and we hope your claim will be resolved to your satisfaction.

Sincerely,

Autolog Corporation

May 28, 2004

Autolog Forwarding Corporation
1701 East Linden Avenue
Linden, New Jersey 07036

Sirs:

This is to confirm our telephone conversation of 5/27/04 reporting damage to my gold Lexus, LS 400 plate number as delivered that date - your invoice #81282.

Specifically there are two places on the passenger side of the car as shown in the copy of the driver's report enclosed. Unfortunately, the body and molding have been damaged which will need replacing in two panels, plus a custom hand-painted pinstripe which we had put on will have to be redone in the rear.

Currently we are getting an estimate and will send that it along with the original yellow copy of the report and pictures upon receipt of the claim form which you are sending.

Meanwhile, we wanted to get this preliminary note to you within five business days as per your policy.

We appreciate your attention to this matter as, naturally, we are quite upset about it. This is not the kind of service we had come to expect from Autolog.

Sincerely,

Far Hills, New Jersey



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Tues

4

Autolog Forwarding Corp.

1701 EAST LINDEN AVENUE ▲ LINDEN, NEW JERSEY 07036 ▲ 908-587-9384 ▲ 800-367-7201 ▲ FAX 908-587-9685

June 22, 2004

Far Hills, NJ

Claim #:81282

Dear

Please accept our apologies for any inconveniences you may have sustained. We have completed our investigation of your above captioned claim. Often individuals are not aware of all the scratches and chips on their car and only notice these when they inspect the car when they receive it. The only thing noted on the final inspection was 2 new spots but, your estimate is for a major repair. If you look carefully at your original inspection, you will see the alleged damage marked on that report.

Also, according to Autolog's contract and as stated in the inspection report, all used vehicles have minor nicks, dents, chips and scratches. Because of different lighting conditions, the dust and dirt on a vehicle and other circumstances, it is impossible to inspect for all these conditions. Because of these situations Autolog does not inspect for minor damage normal for a vehicle of the type and age transported. This is noted clearly in red on your signed original inspection report. The damage you are alleging seems to be of this nature. Damage of this type is normally not transit damage. Transit damage is usually gross and not minor nicks or dings. Drivers are responsible for their damage and we can not charge them unless the damage was due to their negligence.

Therefore due to the fact that the alleged damage preexisted the shipment of your vehicle, Autolog has no recourse but to deny your claim.

I sincerely hope that you understand and agree with our decision in this matter. Autolog looks forward to handling all your future automobile transportation needs.

Very truly yours,


Paula Stein
Claims Manager



Autolog Forwarding Corp.

1701 EAST LINDEN AVENUE ▲ LINDEN, NEW JERSEY 07036 ▲ 908-587-9384 ▲ 800-367-7201 ▲ FAX 908-587-9685

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July 13, 2004

Far Hills, New Jersey

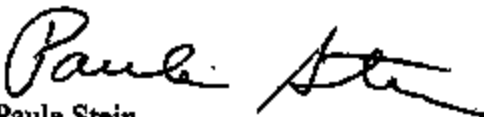
Claim #: 81282

Dear

We have re-analyzed your claim very carefully. We stand by our decision for the previously explained reasons. I never received additional pictures from you showing the alleged old and new damage. The damages to the molding and doors and quarter panel are noted on the origin inspection. (copies enclosed)

We are terribly sorry for your inconvenience and we regret that this incident happened.

Very truly yours,


Paula Stein
Claims Manager

August 27, 2004

Mr. Myron Levine, Owner
Autolog Forwarding Corporation
1701 E. Linden Avenue
Linden, New Jersey 07036

Dear Mr. Levine:

I have happily used Autolog services to ship multiple cars between homes in Florida and New Jersey each year for over 15 years. I have also strongly recommended your company countless times to my many friends and neighbors who go back and forth between Palm Beach and the Hamptons.

This year, however, was very different. In short, it was and remains a nightmare experience.

To begin with, two (Lexus) cars were shipped. Both arrived very late necessitating the inconvenience and expense of a rental in the interim. The gold one arrived damaged. It had a huge black mark in front of the rear passenger tire which, fortunately, only ended up to be a tire mark we were able to have compounded out. However, a more serious scrape plus damaged molding was located to the rear of the same tire where the "new" (S) is noted.

We have always prided ourselves on the condition of our cars. The gold '98 Lexus was just purchased, as a pre-owned vehicle, from the JM Lexus dealer in Florida to take back North this year. It had only 18,000 miles on it and, aside from some minor dings barely visible to the naked eye, it was in great shape.

I understand that damage can occur in transit. But (and this is my Main Concern) somewhere during your shipping process the paper work was altered to make it look as though both these spots (marked as "new" by your deliverer) were pre-existing. The Customer original copy I have (page 2) does not show an (S) at the site of the second damage, whereas your copies clearly do.

I cannot understand how copies 1,3,4 and 5 in your possession do not match copy 2 which is mine. Even if the number two page "slipped" while the form was being filled out (as Ms. Stein alleges) it is difficult to imagine that the markings are so clear on pages 1,3,4 and 5.

Mr. Levine, this is not about money. I did get an estimate and sent pictures as required. However, I do agree with Ms. Stein that the estimate was high, especially now that the first spot has proven to be a removable tire mark. I have offered to get additional estimates and even offered to have a representative of your organization personally

inspect the car. No matter what the estimate however, it is the deductible that would be paid out for repairs so, again, it is not a matter of finances. Rather my primary concern is of paper work being altered. This is not the reliable, trustworthy company I have dealt with over so many years.

Your attention to this matter is greatly appreciated and we look forward to your response.

Sincerely,

Far Hills, New Jersey

And

Hillsboro Beach, Florida



Autolog Forwarding Corp.

1701 EAST LINDEN AVENUE ▲ LINDEN, NEW JERSEY 07036 ▲ 908-587-9384 ▲ 800-367-7201 ▲ FAX 908-587-9685

September 29, 2004

Far Hills, NJ

Claim # 81282

Dear

I am in receipt of your new set of pictures. Mr. Levine and I carefully went over all of the information regarding this claim. When you originally signed off on the car at the destination, the only notation you marked was that there were "two new spots". Looking at the pictures they cannot be described as spots.

As we discussed, there was substantial damage noted on the car at the origin in the same general area. As I explained to you, even if Autolog was responsible for the damage, our maximum responsibility for damage is \$500.00. We stand by our original evaluation. We feel that this damage pre-existed the shipment.

However, because we value you as a customer we are willing to increase the credit to \$100.00. When you call to make a reservation please inform the reservationist that you have a credit.

We are terribly sorry for your inconvenience.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Paula Stein". The signature is fluid and cursive, with the first name "Paula" being more prominent than the last name "Stein".

Paula Stein
Claims Manager

8
October 5, 2004

Mr. Levine
Autolog Forwarding Corporation
1701 East Linden Avenue
Linden, New Jersey 07036

Dear Mr. Levine:

We appreciate your re-evaluation of our damage claim. However, we still feel we have both been "scammed"; you because of altered paperwork at the Florida pick-up site, and us because this contaminated paperwork has made you question the damage to our car.

In reviewing the correspondence and telephone discussions with your company, it is now apparent that you have had no intention of reimbursing us for the deductible from the very first. There have been a whole series of "excuses" - from your calling the black tire marks evident in the first pictures "rust" - to telling us our original paper work "slipped", accounting for no S mark on it - to saying our estimate was too high, and to now saying the word "spots" negates any cost to repair.

Your tow-truck driver who delivered the car and noted the damaged spots, used the words "new spots". Since you identify damaged areas as S what other word or words would you suggest?

A credit of \$100 will not pay for these repairs. Moreover, we are now quite reluctant to use your services in the event damages re-occur and/or paperwork is altered which you might again deny.

Since our damages will have to be fixed, and you obviously are not going to reimburse the deductible - nor acknowledge the altered paperwork - we feel the next step is to register our complaints with the Department of Consumer Affairs, The Better Business Bureau and the Department of Transportation Division of Motor Carriers, etc.

We regret that this matter remains unresolved.

Sincerely,

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**