



2008 OCT 23 PM 3:31

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

CL-10247051-3010

DIVISION OF REGIONAL OFFICES
ROCHESTER REGIONAL OFFICE

September 9, 2008

[REDACTED]
Piffard, NY [REDACTED]

Re: Our File Number: _____
Company: Marketplace Suzuki

Dear [REDACTED] & [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, we are writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. We suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Consumer Frauds and Protection Bureau

Enclosures

cc: NYS Department of Motor Vehicles
Safety Division Consumer Service
Facility Post Box 2700
Albany, NY 12220

National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

NM
2:32
10/23/08
NJ

RECEIVED

AUG 11 2008

August 6, 2008

Attn: Billing Inquiries

P O Box 15026
Wilmington, DE 19850-5026

NYS OFFICE OF THE ATTORNEY GENERAL
ROCHESTER REGIONAL OFFICE

RE: Charge Ref.#0060
Transaction Date: 06/10/08
Posting Date: 06/11/08

[REDACTED]
Acct.# refer to attached statement
[REDACTED]
Piffard, NY [REDACTED]

To whom it may concern,

We are disputing the charges on the enclosed invoices as follows:
Total charges of \$844.16 (Invoices enclosed)

We took the car in to Marketplace Chry-Plm Rochester, NY, on the advice of our local mechanic due to the fact that he was unable to handle the problem on the check engine light at his station. At that time the motor was stalling now and then when stopped at a signal, stop sign or in traffic. Our local mechanic stated that there were too many codes showing. See his letter attached.

The car was dropped off on 5/14 and repair not completed until 6/9/08 with no loaner vehicle provided. A total of \$501.00 was paid for computer checks and the only item not covered by the warranty was the fuel sensor on invoice SMCS 141045. There was also a check done for ABS brakes, which this vehicle is not even equipped with.

The warranty information book states diagnosis is to be covered by Suzuki. Suzuki in California did reimburse us \$88.00 out of the \$501.00 charges. The dealership service manager stated that someone had changed wiring?? I never had anyone do anything other than oil changes and brakes.

Marketplace repaired the vehicle June of 2006 for the check engine light and repaired sensor. (See the attached for warranty extension information.)

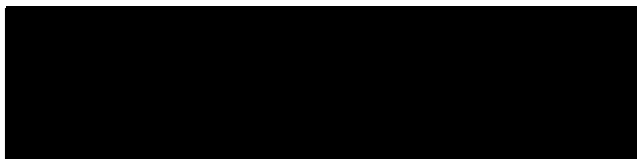
The next phase of this situation is that the car continues to stall out in traffic sporadically and the tach jumps up and down. I took the auto back to Marketplace Chry-Plm. service center today and they advised me that they can not find any codes showing any problem and the engine light does not come on. I was also advised that the transmission fluid was leaking and that the radiator and lines needed to be replaced.

I was almost rear-ended when the car stalled in traffic and the car behind me had to swerve to miss a collision.

Please review these charges and have perhaps an independent arbitrator can make some sense of all these charges.

Thank you for your attention to this matter.

copy: NYS Attorney General
copy: Marketplace Suzuki





SUZUKI

AMERICAN SUZUKI MOTOR CORPORATION

AUTOMOTIVE

IMPORTANT WARRANTY INFORMATION

Subject: O2 Sensor Warranty Extension

Dear Suzuki Owner:

During a past service event on your Verona which involved replacing one or both Oxygen (O2) Sensor(s), an incorrect part (a part designed for another market application) may have been installed by your Suzuki dealer. The incorrect Oxygen Sensor, which performs the same function as the correct one, was released as a repair part due to a parts catalog error. We have tested the incorrect Oxygen Sensor, and determined that it should not affect performance, or cause damage to your vehicle.

Nevertheless, since the incorrect Oxygen Sensor was never originally certified for use on your car, we will provide a replacement part, and labor to install it, should it fail, for the life of the vehicle.

If the "Check Engine Light" illuminates, and the incorrect Oxygen Sensor is found to be the failed part, or if you do not pass an emissions check due to failure of the incorrect Oxygen Sensor, your Suzuki dealership will perform replacement warranty service for you. You need take no action now, unless the "Check Engine Light" is illuminated.

Your Suzuki dealer has been informed of your extended Oxygen Sensor warranty coverage. If you have paid for an Oxygen Sensor replacement or have any questions, please call us (toll free) at 1-800-934-0934. Please keep this letter in the Glove Box with the Warranty Information Book so when needed it will be available for you or any subsequent owners. We apologize for the error and any inconvenience to you.

Sincerely,
AMERICAN SUZUKI MOTOR CORP.

A handwritten signature in cursive script that reads "Chuck Halper".

Chuck Halper
Vice President Service and Quality

Peter Scorsone
Scorsone's Service Center
4554 Route 63
P.O. Box 365
Geneseo, NY 14454
(585) 243-2596 Business
(585) 245-8881 Fax

July 29, 2008

To Whom It May Concern:

██████████ brought his car in on June 13, 2008 for a brake noise and because his check engine light was on in his 2004 Suzuki Verona LX. While performing a scan check of the vehicles ECM, I discovered over 20 diagnostic codes stored in the ECM. After doing some preliminary checks, I went to our diagnostic software and found that there were 4 different technical service bulletins for reprogramming the computer on his vehicle.

I informed ██████████ of this information and suggested that he take his vehicle to the dealer for these technical updates, as we are not able to perform this function at our shop.



Peter Scorsone
Owner

MARKETPLACE

SMCS140523

SMCS140523

#1

CHRYSLER-SUZUKI, Inc.
3755 W. Henrietta Rd.
ROCHESTER, N.Y. 14623
(585) 359-4900

NEW YORK STATE REGISTERED REPAIR SHOP R7002247

DATE RECEIVED	ADVISOR WENDY KAY ALT	AGE	965	INVOICE DATE	05/14/08	INVOICE NO.	SMCS140523
	LABOR RATE			COLOR	LIGHT BLUE/	STOCK NO.	
			56,218	YEAR - MAKE / MODEL	04/SUZUKI/VERONA/SEDAN	DELIVERY DATE	
				VEHICLE ID. NO.	K L 5 V 3 5 7 L 2 4 B	SELLING DEALER NO.	
				R.O. DATE	05/14/08	PRODUCT ON DATE	
				COMMENTS		NO:	56218

LABOR & PARTS
 #1 10SMZZENGLIGHT CHECK ENGINE LIGHT HOURS: 2.00 TECH(S):492 176.00
 CUSTOMER STATES CHECK ENGINE LIGHT ON
 CUST. MECHANIC SAYS COMPUTER NEEDS TO BE REPROGRAMMED \$88.00
 CHECK SYSTEM FOR CODES, FOUND OVER 20 CODES IN SYSTEM. FAILURE
 FOR FGR, FUEL SENDER, MISFIRES, RUNNING LEAN
 TECHNICIAN NEEDED TO REFLASH FOR CODE P1670 CAM CONTROL
 ERROR FIRST, THEN NEED TO DRIVE TO DETERMINE TRUE FAILURES

SERVICE POLICIES
 CLAIMS FOR WORK PERFORMED MUST BE
 MADE WITHIN 90 DAYS OR 4000 MILES FROM
 DATE OF WORK

PARTS ----- QTY ----- PP-NUMBER ----- DESCRIPTION ----- UNIT PRICE -----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 176.00
 #2 00SMZ07 VERONA OIL CHANGE HOURS: TECH(S):492 14.45
 CUSTOMER REQUESTS OIL AND FILTER CHANGE
 (7QTS)
 \$29.95
 OIL AND FILTER CHANGE COMPLETE.

THE FACTORY WARRANTY CONSTITUTES ONE
 OF THE WARRANTIES WITH RESPECT TO THE
 SALE OF THIS ITEM/ITEMS. THE BUYER
 HEREBY EXPRESSLY DISCLAIMS ALL
 WARRANTIES, OTHER EXPRESS OR IMPLIED,
 INCLUDING ANY IMPLIED WARRANTY OF
 MERCHANTABILITY, OF THESE ITEMS FOR
 PARTICULAR PURPOSE AND THE BUYER
 NEITHER ASSIGNS NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR
 LIABILITY IN CONNECTION WITH THE SALE
 OF THIS ITEM/ITEMS. EXCEPT FOR
 LABOR AND MATERIAL.

PARTS ----- QTY ----- PP-NUMBER ----- DESCRIPTION ----- UNIT PRICE -----
 JOB # 2 1 PKVERONA OIL & FILTER 18.50
 JOB # 2 7 5W40 MOTOR OIL *****
 JOB # 2 1 1531P 98200 WASHER *****
 JOB # 2 1 1651C 36701 FILTER, OIL *****
 JOB # 2 TOTAL PARTS 18.50
 JOB # 2 TOTAL LABOR & PARTS 32.95

OUR HOURLY LABOR RATE IS MULTIPLIED BY
 EACH HOUR AND 15 MINUTE INCREMENTS
 HOURS
 ALL PARTS ARE NEW OR FACTORY REPAIR
 UNLESS SPECIFIED OTHERWISE

COMMENTS
 WAIT
 TECHNICIAN CERTIFICATION
 492 AARON NIEDERBUHL A NIEDERBUHL

IN THE EVENT THAT YOU (THE CUSTOMER)
 AUTHORIZE COMMERCIAL AGENCY TO
 AUTHORIZE COMPLETION OF ANY
 SERVICE, A CHARGE WILL BE MADE FOR
 DISASSEMBLY OF PARTS AND REASSEMBLY
 WORK. SUCH CHARGE IS THE GREATEST
 RELATED TO THE ACTUAL AMOUNT OF
 LABOR OR PARTS INVOLVED IN THE
 INSPECTION, REPAIR OR SERVICE.

TOTALS

 TOTAL LABOR 190.40
 TOTAL PARTS 18.50
 TOTAL SUBLET 0.00
 TOTAL G.O.S. 0.00
 TOTAL MISC CHG 0.00
 TOTAL MISC DISK 0.00
 TOTAL TAX 16.73
 TOTAL INVOICE \$ 225.67

Thank You!
 FOR ORDERING
 MARKETPLACE WITH US (Suzuki)
 We'll be your service people

THANK YOU FOR YOUR BUSINESS!!
 CUSTOMER SIGNATURE

 DUPLICATE INVOICE *****

MARKETPLACE

SMCS140691

CHRYSLER-SUZUKI, Inc.

3755 W. Henrietta Rd.

ROCHESTER, N.Y. 14623

(585) 359-4900

NEW YORK STATE REGISTERED REPAIR SHOP R7002247

#2

CLIENT NAME NO.	ADVISOR WENDY KAY ALT	TAB NO. 965	INVOICE DATE 05/30/08	INVOICE NO. SMCS140691
PIFFARD, NY	LABOR RATE	66.00	COLOR LIGHT BLUE	STOCK NO.
	YEAR MAKE / MODEL 04/SUZUKI/VERONA/SEDAN	VEHICLE MILEAGE 56,286	DELIVERY DATE	DELIVERY MILES
	VEHICLE CLASS K L 5 V J 5 2 L 2 4 B		SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		DATE 05/20/08	

MO: 56286

LABOR & PARTS
J# 1 10SMZZ02

ENGINE LIGHT ON HOURS: TECH(S): 492
CUST STATES ENGINE LIGHT STAYS OR COMES ON
HESITATION. GAS GAGE INOP. GOIN TO EMPTY. GOES BACK UP
CKED OUT ENGINE BLOW BY FOUND INTERNAL FAILER. WE GOT SUZUKI
OK TO REPLACE THE ENGINE FOR THE CUSTOMER. REQUESTED BY CUST
OMER TO HAVE CAR REPAIRED UNDER WARRANTY. REPLACE ENGINE BL
OCK AND HEAD WITH NEEDED REPAIR PARTS. COMPLETED REPAIRS

WARRANTY

SERVICE POLICIES

CLAIMS FOR WORK PERFORMED MUST BE
MADE WITHIN 90 DAYS OR 1,000 MILES FROM
DATE OF WORK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	11000-86200	ENGINE ASSY. SH		
JOB # 1	1	11400-86200	GASKET SET, ENG		
JOB # 1	1	11100-86201	HEAD ASSY. CYL		
JOB # 1	1	14111-86201	MANIFOLD, EXHAUS		
JOB # 1	1	14112-86201	MANIFOLD, EXHAUS		
JOB # 1	2	18212-86202	SENSOR, OXYGEN		
JOB # 1	2	18213-86201	SENSOR ASSY, OX		
JOB # 1	1	14181-86700	GASKET, EXH PIP		
JOB # 1	1	000NPN			
JOB # 1	1	18118-86200	VALVE, PCV NO.1	5.40	5.40
JOB # 1	1	4267020-AB	COOLANT C 1081004	10.94	10.94
JOB # 1	1	5W30	MOTOROIL	28.80	28.80
				2.34	11.70
				JOB # 1 TOTAL PARTS	56.84
				JOB # 1 TOTAL LABOR & PARTS	56.84

THE FACTORY WARRANTY CONSTITUTES ALL
OF THE WARRANTIES WITH RESPECT TO THE
SALE OF THIS ITEM. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE. AND THE SELLER
NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE
OF THIS ITEM. ESTIMATES ARE FOR
LABOR AND MATERIAL.

OUR HOURLY LABOR RATE IS MULTIPLIED BY
CLOCK HOURS AND/OR FLAT RATE MANUAL
HOURS

ALL PARTS ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE.

IN THE EVENT THAT YOU, THE CUSTOMER,
AUTHORIZE COMMENCEMENT BUT DO NOT
AUTHORIZE COMPLETION OF A REPAIR OR
SERVICE, A CHARGE WILL BE IMPOSED FOR
DISASSEMBLY OF PARTIALLY COMPLETED
WORK. SUCH CHARGE WILL BE DIRECTLY
RELATED TO THE ACTUAL AMOUNT OF
LABOR OR PARTS INVOLVED IN THE
INSPECTION, REPAIR OR SERVICE.

J# 2+02SM1111 DECLINED SERVICES HOURS: TECH(S): 492

CHECK ENGINE LIGHT IS STILL ON FROM REPAIR NO DONE. CUSTOMER
HAS DECLINED TO COMPLETE REPAIRS NEEDED TO CAR.
CHECK SYSTEM FOR CODES. FOUND P0174, 171 - LEAN BANK 1 AND 2.
P0482 - FUEL LEVEL SENSOR LOW
THE CHECK ENGINE LIGHT WILL COME BACK ON AND OUR WARRANTY IS
ONLY ON THE ENGINE. WE REPLACED. NOT ON FUTURE REPAIRS
CHECK ENGINE LIGHT PROBLEMS

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+51SMZZ00 BODY ELECTRICAL HOURS: TECH(S): 492

WE REUSED THE OIL FILTER. HAD TO REPLACE OIL AND FLUIDS
NEEDED TO COMPLETE ENGINE REPAIRS.
ALL REPAIRS MADE WERE AUTH BY SUZUKI.

0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

COMMENTS
WAIT

Thank You!

for choosing
MARKETPLACE CHRYSLER SUZUKI
for your service needs!

#3

MARKETPLACE

SMCS140691

CHRYSLER-SUZUKI, Inc.
3755 W. Henrietta Rd
ROCHESTER, N.Y. 14623
(585) 359-4300

NEW YORK STATE REGISTERED REPAIR SHOP R7002247

CUSTOMER NO.	ADVISOR WENDY KAY ALT	TAG NO. 965	INVOICE DATE 05/30/08	INVOICE NO. SMCS140691
[REDACTED]	LABOR RATE	SALEAGE	COLOR LIGHT BLUE/	STOCK NO.
PIFFARD, NY	YEAR/MAKE/MODEL 04/SUZUKI/VERONA/SEDAN	56,286	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. KL5VJ52L24B		SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 05/20/08	

MO: 56286

TECHNICIAN CERTIFICATION
492

AARON NIEDERBUHL A NIEDERBUHL

TOTALS-----

* [] CASH [] CHECK CK NO. []	TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	55.84
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	4.55
	TOTAL INVOICE \$	61.39

THANK YOU FOR YOUR BUSINESS!!

SERVICE POLICIES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES FROM DATE OF WORK.

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. ESTIMATES ARE FOR LABOR AND MATERIAL.

OUR HOURLY LABOR RATE IS MULTIPLIED BY CLOCK HOURS AND/OR FLAT RATE MANUAL HOURS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY OF PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

Thank You!

for choosing
MARKETPLACE CHRYSLER SUZUKI
for your service needs!

MARKETPLACE

SMCS141045

CHRYSLER-SUZUKI, Inc.
3755 W. Henrietta Rd.
ROCHESTER, N.Y. 14623
(585) 359-4900

NEW YORK STATE REGISTERED REPAIR SHOP #7002247

#4

ADVISOR WENDY KAY ALT	LABOR RATE	965	INVOICE DATE 06/09/08	INVOICE NO. SMCS141045
PIFFARD, NY	VEHICLE ID. NO. K L 5 V J 5 2 L 2 4 B	65,286	COLOR LIGHT BLUE	STOCK NO.
YEAR MAKE/MODEL 04/SUZUKI/VERONA/SEDAN	DELIVERY DATE		DELIVERY MILES	
COMMENTS	492		R.C. DATE 06/02/08	

LABOR & PARTS
J# 1 10SMZZ02 ENGINE LIGHT ON HOURS: TECH(S):492
CUST STATES ENGINE LIGHT STAYS ON COMPT ON
CODES FROM LAST REPAIR ORDER, 140691 5/20/08
FOUND CODES FOR LEAN BANK 1+2 AND FUEL LEVEL SENDER
CODES STORED.
REPLACE FUEL LEVEL SENDER, MAP SENSOR AND MASS AIR FLOW
METER

175.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	34810-86201	SENDER, FUEL LE	50.00
JOB # 1	1	18590-85Z01	SENSOR ASSY, MA	70.00
JOB # 1	1	13800-86200	METER, MAF	254.79
JOB # 1 TOTAL PARTS				374.79
JOB # 1 TOTAL LABOR & PARTS				549.79

J# 2-10SMZZ01 DRIVABILITY CONCERN HOURS: 0.30 TECH(S):492
CHECK EN LIGHT ON FOR ABS
AND RUNNING, LE
VEHICLE NOT EQUI ABS, INTERNAL ECM FAILURE
HP06R0 .3 .5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	32920-86214	CONTROLLER ASSY	0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3-46SMZZ00 WHEELS AND TIRES HOURS: TECH(S):492
TECHNICIAN STATES CODE IN SYSTEM FOR ABS FAILURE
FOUND RIGHT FRONT WHEEL BEARING FAILED
REPLACE RIGHT FRONT WHEEL BEARING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	43421-85221	HUB ASSY, FRONT	0.00
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4-10SMZZENGLIGHT CHECK ENGINE LIGHT HOURS: TECH(S):492
CUSTOMER STATES CHECK ENGINE LIGHT ON
CODE P1670 STILL IN SYSTEM AFTER WHEEL BEARING WAS REPLACED
FOUND WIRING FOR WHEEL SPEED SENSOR IN HARNESS
TRACED WIRE FROM ECM TO WHEEL BEARING OPEN, NO POWER TO
WIRING HARNESS OPEN CAUSING NO POWER, REPAIRED BOTH WIRES TO
ECM FROM WHEEL BEARING, WIRES REPAIRED AND PROBLEM GONE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				150.00

SUBLET PO# VENDOR INV# INV DATE DESCRIPTION
JOB # 1 19057 06/09/08 GAS 25.00

SERVICE POLICIES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES FROM DATE OF WORK.

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM. ESTIMATES ARE FOR LABOR AND MATERIAL.

OUR HOURLY LABOR RATE IS MULTIPLIED BY CLOCK HOURS AND OUR FLAT RATE MANUAL HOURS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE INCURRED FOR DISASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

Thank You!

for choosing
MARKETPLACE CHRYSLER SUZUKI
for your service needs.

MARKETPLACE

SMCS141045

CHRYSLER-SUZUKI, Inc.
3755 W. Henrietta Rd.
ROCHESTER, N.Y. 14623
(585) 359-4900

NEW YORK STATE REGISTERED REPAIR SHOP R7002247

#5

CUSTOMER NO.	ADVISOR WENDY KAY ALT	TAG NO. 965	INVOICE DATE 06/09/08	INVOICE NO. SMCS14104
PIFFARD, NY	LABOR RATE	MILEAGE 56,286	COLOR LIGHT BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 04 / SUZUKI / VERONA / SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. KL5VJ52L249		SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS	492	R.O. DATE 06/02/08	

MO: 56286

G.O.G. & SUPPLIES	TOTAL - SUBLET	25.00
JOB # 1 FREIGHT (PARTS)	TOTAL - GOG	38.92
MISC..... CODE..... DESCRIPTION.....	CONTROL NO.....	38.92
JOB # 1 P5020 20% PARTS DISCOUNT	TOTAL - MISC	38.92
COMMENTS WAIT		
TECHNICIAN CERTIFICATION 492 AARON NIEDERBUHL	A NIEDERBUHL	
TOTALS		

SERVICE POLICIES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES FROM DATE OF WORK.

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IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY OF PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

*****	TOTAL LABOR.....	325.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS.....	374.79
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET.....	25.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G.....	38.92
*****	TOTAL MISC CHG.....	0.00
	TOTAL MISC DISC.....	38.92
	TOTAL TAX.....	57.98

TOTAL INVOICE \$ 782.77

225.67
470.0844

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

Thank You!

for choosing
MARKETPLACE CHRYSLER SUZUKI
for your service needs

Case # 

Page 15 for NY State states that they will diagnose and replace at no cost to customer any covered part.

Please note, I took the car home and returned it the following business day, as the check engine light was still on. The car remained at Marketplace Suzuki from that time, thru 06/09/08, at which time I was told that it was fully repaired.

Invoice date 5/14/2008 for \$176.00 was for two diagnostic checks. You stated that I would be reimbursed for one at \$88.00.

Invoice date 05/30/2008 charge is correct, but I did not decline complete repairs other than having a discussion on these items.

Invoice date 06/09/08 charge shows two more computer checks at charges of \$175.00 and \$150.00 for other problems and one of the problems was showing problems with ABS brakes which vehicle is NOT equipped for. The second \$150.00 for check engine light was after they replaced wheel bearings on front left wheel. (Hub cap on that wheel was lost, as it came off of vehicle on the trip back home - was not secured properly.)

I realize that your company has spent time and money on the warranty items listed, but the service department was responsible for some of the duplicated work. I think that the \$401.00 for computer checking on a faulty computer should not be at my expense. The first computer that was sent was incorrect and Wendy stated that she had to reorder.

Please review all invoices and I will await your reply.
Thank you for your attention to this matter and for your past help with this unfortunate situation.

Sincerely,
