

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Subject: FW: 10359900
Date: Tuesday, August 09, 2011 2:37:19 PM
Attachments: [10359900 Repair Order.JPG](#)

EQ-10359900-6575

Report Vehicle Safety Defects!



www.safercar.gov

From: Glass, Cynthia (NHTSA)
Sent: Tuesday, August 09, 2011 11:43 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Reid, Randy (NHTSA); Yon, Scott (NHTSA); Glass, Cynthia (NHTSA)
Subject: 10359900

Please add this email and attachment to VOQ #10359900 in the private and public repositories.
Thanks,

Cynthia Glass
U.S. Department of Transportation
202-366-2920

From: [REDACTED]
Sent: Tuesday, August 09, 2011 9:10 AM
To: Glass, Cynthia (NHTSA)
Subject: Fwd: Princeton Mini Diagnosis

Begin forwarded message:

From: James Garito <jgarito@crownauto.com>
Date: September 28, 2010 3:53:48 PM EDT
To: [REDACTED] >
Subject: Re: just checking in.

Got it. So, this may be in a different order (out of order of priority but keep the old email where I marked the repairs as * or ***)
All of these labor times are as if we were doing the repairs individually. (pricing does not include tax)
Alternator labor is \$500.00, part is \$806.95 part # for alternator is 12-31-7-515-030
Power steering fan labor is \$62.50, part is \$222.43 part # for fan is 32-41-6-781-742
Right side motor mount labor is \$125.00, part is \$126.09, part # for mount is 22-11-6-

778-610

Oxygen sensor is a warranty repair, part # for info is 11-78-0-872-674

Fuel tank level sensor #s labor is \$250.00, part is \$131.91, part # is 16-14-6-765-134

Both front lower control arm bushings labor is \$625.00, parts are \$78.30 (per side) part #s for bushings are as follows:

31-12-6-757-561 and 31-12-6-757-562

Oil pan gasket labor is \$500.00, part is \$44.91 and part # is 11-13-1-487-221

Note: there may be some miscellaneous nuts/bolts/hardware etc. but I dont see any of these items changing the pricing that much at all. Also the tires I can still get some info for you. We found both fronts were in need of replacement, cost including installation if the tires is \$300.00 per tire.

The oil service that was quoted for \$200.00 included the oil service with cabin filter and engine air filter replacement.

Upkeep services that were quoted for \$169.95+tax each are Fuel injection cleaning service, brake fluid system cleaning and flush, power steering system cleaning and flush, and cooling system cleaning and flush. There are some coupons for these, the coupons are going out via email so these prices may change a bit.

I do hope that all of this info helps but let me know if anything else is needed.

Keep in touch,

Jimmy G.

-----Original Message-----

From: [REDACTED]

To: James Garito <jgarito@crownauto.com>

Date: Tue, 28 Sep 2010 15:14:44 -0400

Subject: Re: just checking in.

Jimmy-

Sounds good! Hopefully having all the item numbers will allow me to do some bargain hunting and get this ball/car rolling. If my budgeting skills have served me properly, at most it would be three service trips I'm aiming for two though. Hope to hear from you soon.

[REDACTED]

On Sep 28, 2010, at 11:30 AM, James Garito <jgarito@crownauto.com> wrote:

[REDACTED]

Sorry for any delays, I have NOT forgotten about you. We have been

closing out repair orders for month end both here and down at the Quakerbridge location which is putting a little bit of a delay on me getting your paperwork back. I have all of my #'s on the back of your last visit/repair order. So once I get that repair order back at my building I can itemize things for you much easier. I will be in touch as soon as I have my notes back!!!

Talk soon!!
Jimmy G

-----Original Message-----

From: [REDACTED] >
To: James Garito <jgarito@crownauto.com>
Date: Wed, 22 Sep 2010 15:02:52 -0400
Subject: Re: just checking in.

Jimmy-

Itemizing it the way you described would be perfect. Parts vs. estimated labor cost. Right now I don't need everything, just what would make sense to group with the alternator work. Thank you.

[REDACTED]

On Sep 22, 2010, at 2:18 PM, James Garito
<jgarito@crownauto.com> wrote:

[REDACTED]

So as far as payment. You could definitely use two cards. Example, if we had a bill for \$1000.00 you could pay \$300.00 on one card and \$700.00 on the other. That's totally fine. As far as the quote you are asking for, how do you want me to itemize that?? Do you want me to breakdown the parts and labor?? Just trying to make sure I answer these questions right!!!

THanks,
Jimmy G.

-----Original Message-----

From: [REDACTED] <[REDACTED]>
To: James Garito <jgarito@crownauto.com>

Date: Wed, 22 Sep 2010 14:07:03 -0400
Subject: Re: just checking in.

James-

Also, would you be able to create a quote based on the piece by piece service we'll have to do? The alternator is what I'd like to take care of first so what else makes the most sense to take care of while doing that job? And we'll just try to group it that way. Also, can I split payments between different cards when the time comes?

██████████

On Sep 21, 2010, at 2:59 PM, James Garito <jgarito@crownauto.com> wrote:

Hey ██████████
I was thinking during my break about your car. One suggestion I would make for looking into parts for your "S" is to try to steer clear of any used parts. You never really know the history or how long that particular part will last. Also, if/when we install a part provided by a customer, we can not really back up the work done should something go bad with that provided part. Make sense?
Just giving you some info I feel is important, but please keep me posted and let me know how I can help.
Jimmy G>

-----Original Message-----

From: ██████████ <██████████>
To: James Garito <jgarito@crownauto.com>
Date: Tue, 21 Sep 2010 12:33:31 -0400
Subject: Re: just checking in.

James-

Quick question, I only ask because of my financial situation I'm not trying to not withhold any of my business from you guys. Obviously there is the outlet of buying the parts from online, retailers, wholesalers, eBay, junkyards, etc.(I wouldn't want to put anything than a genuine Mini/BMW replacement part in)I would only buy the parts that way if it was a substantial savings, disadvantages like shipping cost and waiting for shipping I always take into the equation. So while saving up for the parts and labor through you guys anyway if I do happen to get lucky and maybe at least come across one part that can save me some money and maybe get the process started faster, would I still be able to bring the parts to you for the labor itself?

██████████

On Sep 20, 2010, at 1:51 PM, James Garito <jgarito@crownauto.com> wrote:

██████,

I hope all is ok.
I totally understand the situation with the family. Take care of all of that, pick the car up and keep in touch with me to try to keep repairing the car as easy as possible. I asked my tech to button up the car and send it to cleanup for you to be able to pick it up tomorrow.
Thanks for getting back to

me, have a safe drive home and I hope all is ok. Please keep in touch, I definitely want to help take care of the "S", it's a hot car!!!

Take care,
Jimmy g.

-----Original

Message-----

From: [REDACTED] <

[REDACTED]>

>

To: James Garito <

jgarito@crownauto.com

>

Date: Mon, 20 Sep

2010 12:54:42 -0400

Subject: Re: just
checking in.

James,

Hi, I apologize for the delay in response. This weekend after we talked, my girlfriend's sister hurt herself and we are currently in Baltimore. I will be back tonight and can come to the dealership first thing in the morning.

Unfortunately, right now I don't even have the money to cover the alternator(which to my understanding is top priority). My plans for right now will be to take the car back, let it sit on the driveway for a paycheck or two and then start to get the work done. Again,

sorry for not getting in touch with you sooner but this weekend got very crazy, very quick.

[REDACTED]

On Sep 20, 2010, at 11:05 AM, James Garito
<jgarito@crownauto.com>
> wrote:

Hey [REDACTED],
I just wanted to check with you to make sure that you got my email from Saturday. Keep in touch!!
Jimmy G.

**SOUTHSIDE AUTOMOTIVE
88 SOUTH MAIN STREET
MILLTOWN, NJ 08850
(732) 246-0448**

Customer: [REDACTED]
Address: [REDACTED]
City, State: EAST BRUNSWICK, NJ [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]
Light Phone: WP-91460311
Fax: BMWp-5065276
Estimate Ref: 6356
Date: November 17, 2010
Time: 04:56 PM

Service Writer: Debbie
Service Tech: Mike
VID: ZRC-37M-MINI COOPER
Mileage: 95,730

Vehicle: 2005 Mini Cooper S (R53) L4-1.6L SC (W11)

Description	Part #/Labor Rate	Qty	Price/Time	Extended
ALTERNATOR (item# wp91460311)		1	715.87	715.87
LABOR TO REMOVE FRONT BUMPER ASSEMBLY TO ACCESS ALTERNATOR, REMOVE ALTERNATOR, REPLACE WITH NEW ALTERNATOR REASSEMBLE AND ROAD TEST.		1	522.00	522.00
POWER STEERING PUMP (item#bmwp-5065276)		1	529.20	529.20
POWER STEERING FLUID		1	8.95	8.95
LABOR TO CHECK OUT CARSLLOSS OF STEERING CONDITION, FIND POWER STEERING PUMP SHORTED OUT, REMOVE AND REPLACE POWER STEERING PUMP, REASSEMBLE AND ROAD TEST.		1	427.50	427.50
BATTERY		1	141.00	141.00
SERPENTINE DRIVE BELT		1	72.46	72.46
Labor Total				949.50
Parts Total				1467.48
Sub-Total				2416.98
Labor Tax			7.0%	66.47
Parts Tax			7.0%	102.72
Tax Total				169.19
Total				\$ 2586.17

THANK YOU, HAVE A GREAT DAY!
VISIT OUR OTHER LOCATION ON THE WEB:
WWW.SOUTHSIDECUSTOMSANDCOLLISION.COM
A COMPLETE AUTOMOTIVE & AUTOBODY REPAIR FACILITY!

PAID

NOV 17 2010

Signature _____ Date _____

Name: _____