

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received MAR 27 2011 03-MAR-2011		Repository ☐ Reference No. 10386345	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
HOLMDEL		NJ					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
4T1BE30K14U				TOYOTA		CAMRY	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
5-27-04		DCH FREEHOLD TOYOTA 732-431-1300				2004	
Original Owner		Dealer's City		State		Fuel Type:	
☒		FREEHOLD		NJ		4	
Transmission Type		☒ Antilock Brakes		Engine:		No. Cylinders	
AUTO		☒ Cruise Control		Multiple Failure:		Incident Date(s)	
						01-APR-2010 02-FEB-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL						Failure Mileage	
						31813 36000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair			Failure Location:		
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		0	
Reported to Police				N			
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).							
TL* THE CONTACT OWNS A 2004 TOYOTA CAMRY. WHILE ATTEMPTING TO PARK WITH THE BRAKES DEPRESSED, THE CONTACT STATED THAT THE VEHICLE SUDDENLY ACCELERATED WITHOUT WARNING. SHE WAS ABLE TO STOP THE VEHICLE BEFORE CRASHING INTO A BUILDING. APPROXIMATELY ONE YEAR EARLIER, THE VEHICLE WAS TAKEN TO THE DEALER FOR STALLING ISSUES WHERE THEY REPLACED THE THROTTLE BODY ASSEMBLY AND REAR BRAKES. SINCE THE REPAIRS, THE CONTACT NOTICED THAT THE VEHICLE WOULD SURGE INTERMITTENTLY. THE VEHICLE WAS TOWED TO THE DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER OFFERED NO ASSISTANCE BECAUSE THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 36,000 AND THE FAILURE MILEAGE WAS 36,013. 36,306							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

FAX COVER SHEET

Send to: <i>NHTSA</i>	From: [REDACTED]
Attention: <i>OFC OF DEFECTS INVESTIGATION</i>	Date: <i>3/23/11</i>
Office location:	Office location:
Fax number: <i>202-366-1767</i>	Phone number: [REDACTED]

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

Total pages, including cover: *7*

Comments:

ATTACHED IS A REVISED COPY OF MY
RECENT COMPLAINT AND BACK-UP
INFORMATION RELEVANT TO THE COMPLAINT.

COMPLAINT 10386345

From: EVOQ@dot.gov

To: [REDACTED]

Subject: FW: NHTSA: Follow up to ODI Complaint: 10386345

Date: Wed, Mar 16, 2011 10:51 am

Attachments: EVOQ_EMAIL_RESPONSE.doc (53K), 10386345.pdf (51K)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



HOLMDEL, NJ

SERVICE ADVISOR MATTHEW MORANO

DCH

Driven by a better way
DCH Freehold Toyota

4288 ROUTE 9 SOUTH
FREEHOLD, NEW JERSEY 07728
TEL: (732) 408-0904

WWW.FREEHOLDTOYOTA.COM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02MAR11	04MAR11	FT42786	4T1BE30K14U	4953133	T2598		04MAR11	818998
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
07:54	17:38	04	TOYOTA CAMRY		0.00	28MAY04	44	5
MILEAGE IN	MILEAGE OUT	LICENSE NO.	PARKING SPOT #					
36306	36306							

A CUST. STATES VEHICLE LURCHED FORWARD. SAYS
THAT SHE HAD TO USE BOTH FEET ON BRAKE TO
STOP VEHICLE.

DIAG PERFORM DIAGNOSTICS

53 CPR3 1.00

115.00

115.00

RDISC PARTS AND LABOR DISCOUNT FOR REPAIR
WORK

53 CPR3 0.00

11.50

-11.50

....CAS E# 110610347.

B VEHICLE TO BE TOWED TO SHOP

TOW TOWING

53 CPR3 0.00

0.00

0.00

C Complimentary World Class ARGIS

inspection---\$29.95 value, FREE with your
service today!!

ARGIS Complimentary World Class ARGIS

inspection---\$29.95 value, FREE with
your service today!!

53 IVIP 0.00

(N/C)

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING
THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12
MONTHS WITH UNLIMITED MILEAGE FROM THE DATE SUCH REPAIRS
WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY
EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND
SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS
LIMITED WARRANTY IS EXTENDED TO THE VEHICLE
OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR
ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE
REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE
TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE
NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED
WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER
MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON
THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE
TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED
ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO
REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS
LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE
TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR
ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR;
(C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS
REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS
REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH
REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE
LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY.
UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO
CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES
INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY,
LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS,
INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO
THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE
MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR
INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION,
EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS
PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT
LIABILITY", NEGLIGENCE OR OTHERWISE.

** PRE-INVOICE **

DCH

MISSION STATEMENT

*"To be an innovative
industry leader totally
committed to customer
satisfaction, employee
satisfaction, integrity
and teamwork"*

DESCRIPTION

TOTALS

LABOR AMOUNT	103.50
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	103.50
LESS INSURANCE	0.00
SALES TAX	7.25
PLEASE PAY THIS AMOUNT	110.75

I hereby authorize the repair work herein set forth to be done
along with the necessary material and agree that you are not
responsible for loss or damage to vehicle or articles left in
vehicle in case of fire, theft, or any other cause beyond your
control or for any delays caused by unavailability of parts or
delays in parts shipments by the supplier or transporter. I
hereby grant you and/or your employees permission to operate
the vehicle herein described on streets, highways or elsewhere
for the purpose of testing and/or inspection. An express
mechanic's lien is hereby acknowledged on above vehicle to
secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ALLERGY SEASON IS HERE! WHEN WAS THE LAST
TIME YOU CHANGED YOUR CABIN AIR FILTER?
THIS FILTER SHOULD BE REPLACED EVERY
15,000 MILES.....
SEE YOUR SERVICE ADVISOR FOR DETAILS....
THANK YOU FOR CHOOSING DCH FREEHOLD TOYOTA
PARKING SPOT LOCATION _____

THIS INVOICE WAS REVIEWED AND EXPLAINED TO MY SATISFACTION.

X

CUSTOMER COPY

HOLMDEL, NJ

DCH AUTO GROUP

Driven by a better way
DCH Freehold Toyota
 4268 ROUTE 9 SOUTH
 FREEHOLD, NEW JERSEY 07728
 TEL: (732) 409-0904

WWW.FREEHOLDTOYOTA.COM

SERVICE ADVISOR BRIAN FRIEDENTAG

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05APR10	09APR10	FT42786	4T1BE30K14U	4953133	T1648*		09APR10	778567
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
12:31	10:42	04	TOYOTA CAMRY		0.00	28MAY04	3	3
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31813	31813		PARKING SPOT #					

A CUSTOMER STATES THAT THE MALFUNCTION
 INDICATOR LIGHT IS ON (CHECK ENGINE
 LIGHT) . WENT TO OUTSIDE SHOP AND SAID
 HER THROTTLE WAS CLOSED
 C8C DIAGNOSED SYSTEM AND REPLACED
 THROTTLE BODY ASSY

33 CPR6	2.50	335.06	335.06
1 22030-0H021 BODY			
ASSY, THROTTLE		874.97	874.97
1 22271-0H010 GASKET,			
THROTTLE BOD		12.16	12.16

There are many possible causes for the
 "MIL" (Check engine light) to come on Over 350
 possible causes on some vehicles Freehold
 Toyota is only responsible for the cause (DTC
 code or codes) that brought you to the
 dealership today and can not guarantee that
 the "MIL" light will not come on again for
 another cause or concern. Diagnostic fees will
 apply for each non-related occurrence should
 the light return.

B. CUSTOMER STATES VEHICLE STALLS WHEN DRIVING
 SEE SEE OTHER LINE

33 CDEF	0.00	0.00	0.00
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LIMITED LABOR WARRANTY

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 SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS
 LIMITED WARRANTY IS EXTENDED TO THE VEHICLE
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 CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.
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 DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,
 DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR
 INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION,
 EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS
 PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT
 LIABILITY", NEGLIGENCE OR OTHERWISE.

I hereby authorize the repair work herein set forth to be done
 along with the necessary material and agree that you are not
 responsible for loss or damage to vehicle or articles left in
 vehicle in case of fire, theft, or any other cause beyond your
 control or for any delays caused by unavailability of parts or
 delays in parts shipments by the supplier or transporter. I
 hereby grant you and/or your employees permission to operate
 the vehicle herein described on streets, highways or elsewhere
 for the purpose of testing and/or inspection. An express
 mechanic's lien is hereby acknowledged on above vehicle to
 secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DCH AUTO GROUP

MISSION
STATEMENT

*"To be an innovative
 industry leader totally
 committed to customer
 satisfaction, employee
 satisfaction, integrity
 and teamwork"*

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

THIS INVOICE WAS REVIEWED AND EXPLAINED TO MY SATISFACTION.

X

CUSTOMER COPY

inspection---\$29.95 value, FREE with your service today!!

33 CDEF	0.00	0.00	0.00
D** REPLACE REAR BRAKE SHOES/PADS			
RRB REPLACE REAR BRAKE SHOES/PADS			
33 CPM	1.00	62.50	62.50
1 04466-06030 PAD KIT,			
DISC BRAKE			
E** RESURFACE REAR ROTORS			
MRR RESURFACE REAR ROTORS			
33 CPM	0.50	62.50	62.50
F** CUSTOMER REQUESTS REPLACE 2 TIRES			
TIRE2 CUSTOMER REQUESTS REPLACE 2 TIRES			
33 CPM	0.60	33.35	33.35
2 DT000-54001-BS			
215/60R16	160.00	139.00	278.00
2 STEM VALVE-STEM	1.00	1.00	2.00
2 TIRE-FEE NJ STATE			
TIRE SUR-CHARGE	1.50	1.50	3.00
1 90942-01095 NUT, HUB	7.15	7.15	7.15

SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS. THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DCH AUTO GROUP

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"To be an innovative industry leader totally committed to customer satisfaction, employee satisfaction, integrity and teamwork"

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THIS INVOICE WAS REVIEWED AND EXPLAINED TO MY SATISFACTION.

X

CUSTOMER COPY

satisfaction, integrity and teamwork

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CUSTOMER COPY

and teamwork

CUSTOMER COPY

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31813	31813							

C Complimentary World Class ARGIS inspection---\$29.95 value, FREE with your service today!!
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TIRE SUR-CHARGE	1.50	1.50	3.00
1 90942-01095 NUT, HUB	7.15	7.15	7.15

LIMITED LABOR WARRANTY

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ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

DCH AUTO GROUP

MISSION STATEMENT

"To be an innovative industry leader totally committed to customer satisfaction, employee satisfaction, integrity and teamwork"

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

THIS INVOICE WAS REVIEWED AND EXPLAINED TO MY SATISFACTION.

X

CUSTOMER COPY

HOLMDEL, NJ

DCH AUTO GROUP


Driven by a better way
DCH Freehold Toyota

 4268 ROUTE 9 SOUTH
 FREEHOLD, NEW JERSEY 07728
 TEL: (732) 409-0804


SERVICE ADVISOR BRIAN FRIEDENTAG

WWW.FREEHOLDTOYOTA.COM

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05APR10	09APR10	FT42786	4T1BE30K14U	4953133	T1648*		09APR10	778567
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	SA
12:31	10:42	04	TOYOTA CAMRY		0.00	28MAY04	3	3
MILEAGE IN	MILEAGE OUT	LICENSE NO.	PARKING SPOT #					
31813	31813							

G** ALIGNMENT

4WA ALIGNMENT

33 CPM 1.00 89.95 89.95

H** REPLACE WIPER INSERTS

RWI REPLACE WIPER INSERTS

33 CPM 0.20 12.95 12.95

1 85214-YZZD5-TM

WIPERINSERT

5.59 5.59 5.59

1 85213-YZZC2 WIPER

INSERT - B475

5.59 5.59 5.59

CUSTOMER PAY : HAZ WASTE REMOVAL/SHOP SUPPL. FOR 20.00

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS WITH UNLIMITED MILEAGE FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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** PRE-INVOICE **

DCH AUTO GROUP

MISSION STATEMENT

"To be an innovative industry leader totally committed to customer satisfaction, employee satisfaction, integrity and teamwork"

DESCRIPTION	TOTALS
LABOR AMOUNT	596.31
PARTS AMOUNT	1253.41
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	1869.72
LESS INSURANCE	0.00
SALES TAX	130.67
PLEASE PAY THIS AMOUNT	2000.39

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ALLERGY SEASON IS HERE! WHEN WAS THE LAST TIME YOU CHANGED YOUR CABIN AIR FILTER? THIS FILTER SHOULD BE REPLACED EVERY 15,000 MILES.....

SEE YOUR SERVICE ADVISOR FOR DETAILS....
 THANK YOU FOR CHOOSING DCH FREEHOLD TOYOTA
 PARKING SPOT LOCATION _____

THIS INVOICE WAS REVIEWED AND EXPLAINED TO MY SATISFACTION.

X

CUSTOMER COPY