

CL-10461613-3622
JUN 12 2012

New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection



Date Reviewed: _____

From: _____

Log # 06-01-12G0000086393

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: SPORT HYUNDAI/DODGE

Comments:

MC
061312
TAW



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

June 5, 2012



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

[REDACTED]
NORTHFIELD NJ [REDACTED]

Re: SPORT HYUNDAI/DODGE
File Number: 06-01-12G0000086393

Dear [REDACTED]

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. Hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection



New Jersey Office of the Attorney General

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 investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINANT REPORTED AGAINST:

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: NORTHFIELD
STATE: NJ ZIP: [REDACTED]
HOME TELEPHONE NUMBER: [REDACTED]
WORK TELEPHONE NUMBER: [REDACTED]
E-MAIL ADDRESS: [REDACTED]

BUSINESS: Sport Hyundai
ADDRESS: 6831 Blackhorse Pike
CITY: Egg Harbor Township
STATE: NJ ZIP: 08234
TELEPHONE NUMBER (1): 609 646-1200
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 | ☐ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Home Furnishings | ☐ Other (specify) _____ | | |

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

- a. ☐ New ☒ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price 4679.50 Current Mileage 60272
- d. Date of purchase 3/8/2011 ☒ With Warranty ☐ With Service Contract ☐ As is
- e. Make Hyundai Model ACCENT Year 1999

3. Name of company with which you dealt: Sport Hyundai

4. Name and title of company agents or employees with whom you dealt: Manager. Pete Pollino

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.

I purchased the car on 3/8/11. The car came with a 30 day warranty. The car caught fire 10 days later when my daughter was driving the car. I have enclosed documents. The car was a total loss, but the dealer would not accept responsibility for the car and would not reimburse me for the cost of the car. I was finally able to get them to give me \$ 3200.00 for the car which ended up being a loss of \$ 1479.50 not including the cost of her belongings which were ~~not~~ burnt in the car.

The manufacturer examined the car and said they were not responsible. Because the car had a 30 day warranty from the dealer + because they had serviced the car the dealer should have refunded me the full amount of the car.

6. The amount of loss involved in this complaint: \$ 1479.50. Please provide a breakdown of these losses:

Cost of car -	\$4150.00	loss of personal property -	\$900.00
taxes -	290.50		
Clerical fees -	174.50		
registration -	64.50		
total	4679.50	- 3200 =	1479.50

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

51-100 838181
DIVISION OF CONSUMER PROTECTION
JAN 1 2012

12-28-12


Northfield, NJ 

March 29, 2011

Hyundai Motor America
10550 Talbert Ave.
PO Box 20850
Fountain Valley, CA 92728-0850

File Number: 4334803

Dear Marisa,

I am writing in response to your request for information on the car fire that occurred on 3/18/2011. I have enclosed the following items that you requested:

- a. Color photographs
- b. There was no payment by my insurance co.
- c. List of what I am seeking (attached)
- d. I have included the sale information; I had not yet received the registration, because I just purchased the car 10 days prior to the fire.
- e. Police report
- f. Incident described below.
- g. Purchase agreement
- h. No repair or maintenance info
- i. Signed Authorization
- j. current daytime telephone number

The incident occurred on 3/18/2010 at approximately 8:30 in the evening. My daughter was driving the car and stopped at a red light. The car started smoking. When the light turned green the car would not move. It turned off. She sat in the car and turned on the hazard lights. She was not aware the car was on fire until some people in a car behind her car ran over to her and pulled her and her boyfriend out of the car. At that time the car was in flames. 911 were called and the police came and the fire company came and put out the fire. As you can see from the attached pictures the car was totally burnt up along with its contents.

My daughter had the car for less than 10 days and drove the car to work and back and to school and back. The average mileage she drove was 3 miles to work. She was planning to go to her aunts for the weekend so she had a bag of clothes in the car that were burned up along with school books and supplies.

We purchased the car from Sport Hyundai and took possession of the vehicle on March 8, 2011. The car was serviced and inspected at Sport Hyundai. The car also came with a 30 day warranty.

File Number: 4334803

C. List of what I am seeking:

I would like to be reimbursed for the cost of the vehicle, including sales tax and all fees.

Price:	\$4150.00
Sales Tax:	290.50
Registration:	64.50
Doc Fee	<u>174.50</u>
Total:	\$4679.50

I am also seeking towing charges. (Receipt enclosed) \$15.00

Loss of contents of car including:	Clothes:	\$500.00
	Handbag:	100.00
	Shoes:	80.00
	Books:	180.00
	SD Card:	40.00
	Replacement	
	License:	<u>12.00</u>
	Approximately:	\$912.00

Cost of pictures:	\$7.80
Cost of Mailing:	29.45

Total amount I am seeking	\$4679.50
	15.00
	7.80
	29.45
	<u>912.00</u>
	\$5643.75

Please let me know if you need anything further. I can be reached at 



NUMBER: 2011-00011204		DATE: 03/18/2011		INCIDENT TYPE: DMV / Traffic Related Service	
LOCATION: BLACK HORSE PIKE					
Owner/Operator/Leasee/Financier/Insurer/Other Party Name					
Name		Address			
City/ST		Zip	Phone	DL # / ST	
NORTHFIELD NJ					
DOB	Race	Sex	Ht	Wt	SSN
	WT	F			
Name		Address			
City		State	Zip	Phone	DL # / ST
DOB		Race	Sex	Ht	Wt
					SSN
Name		Address			
City		State	Zip	Phone	DL # / ST
DOB		Race	Sex	Ht	Wt
					SSN
Year	Make	Model	Color 1	Color 2	Tag
1999	Hyundai	EXC	WHI		NJ
Description					
1999 4 DOOR WHITE HYUNDAI EXCEL					
Area	Officer	ID#	Beat #	Assisting Officers	
		12		MCCARTHY, CHERYL, .	

SPOKE WITH DRIVER [REDACTED] WHO ADVISED SHE WAS DRIVING AND BEGAN TO SMELL RUBBER BURNING. STOPPED AT RED LIGHT, TURNED GREEN AND TRIED TO MOVE AND WOULDN'T. VEHICLE STARTED TO SMOKE, ANOTHER MOTORIST RAN UP AND TOLD THEM THE CAR WAS ON FIRE. THEY JUMPED OUT AND CAR BECAME FULLY ENGULFED. COLOGNE FIRE COMPANY RESPONDED AND EXTINGUISHED. VEHICLE WAS REMOVED BY DRIVER WHO HAD TRIPLE AAA. NF

BINDING AGREEMENT

THIS AGREEMENT IS MADE as of the 31ST day of MAR 1991,
between [REDACTED] ("Purchaser") and
SPORT HYUNDAI INCORP ("Dealer").

Explanation

Purchaser has executed a purchase order and retail installment sales contract of even date herewith, to purchase a motor vehicle from Dealer. Dealer and Purchaser contemplate that a portion of the purchase price to be paid by Purchaser will be supplied by a loan obtained from a lender or other financial institution. Purchaser has taken delivery of the motor vehicle described in the purchase order; however, in the event the loan is not obtained, Purchaser shall return the motor vehicle to Dealer and Dealer shall return all cash deposits and trade-in vehicles to Purchaser upon the terms hereinafter set forth.

NOW THEREFORE, Dealer and Purchaser, intending to be legally bound, do hereby agree as follows:

1. IN THE EVENT DEALER, ON BEHALF OF PURCHASER, OR PURCHASER OBTAINS FUNDS TO PURCHASE THE MOTOR VEHICLE DESCRIBED IN THE PURCHASE ORDER WITHIN FIVE (5) DAYS FROM DATE HEREOF, PURCHASER AGREES THAT THE PURCHASE ORDER AND RETAIL INSTALLMENT SALES CONTRACT SHALL BE BINDING AND OBLIGATE PURCHASER TO PAY THE PURCHASE PRICE FOR THE MOTOR VEHICLE IN ACCORDANCE WITH THE TERMS THEREIN STATED.

2. Purchaser authorized Dealer to obtain financing in the amount of (\$ 4679.50) for Purchaser on terms no less favorable than set forth in the attached purchase order and retail installment sales contract, for the following vehicle, in which Purchaser has granted a security interest to Dealer:

YEAR	MAKE	MODEL	SERIAL NO.
1990	HYUNDAI	ACCENT	KMHVF24R6XU [REDACTED]

3. In the event financing is not obtained, as provided in Paragraph 2 above, or in the event Purchaser does not obtain other financing on terms satisfactory to Purchaser within five (5) days from the date of this Agreement, the purchase order and retail installment sales contract shall become null and void. Purchaser shall return to Dealer the motor vehicle described therein in the same condition as received from Dealer, free of all damages and defects, and Dealer shall return to Purchaser all cash deposits paid to Dealer by Purchaser and any motor vehicle received from Purchaser as a trade-in allowance in the same condition as received.

4. In the event Purchaser does not obtain financing on his/her own or through Dealer, Purchaser shall, within twenty-four hours after receiving notice from Dealer, promptly return the motor vehicle to Dealer. In the event the motor vehicle is not returned to Dealer within such time period, Purchaser shall be liable to Dealer for all expenses incurred by Dealer in obtaining possession of the motor vehicle, and Dealer shall have the right to repossess the motor vehicle with free right of entry wherever the motor vehicle may be found.

5. While in possession of Purchaser, the motor vehicle shall be a Purchaser's risk and the Purchaser shall pay all reasonable repair costs related to any damages whatsoever to the motor vehicle while the motor vehicle is in the possession or control of the Purchaser and until the motor vehicle is returned to the Dealer.

6. This Agreement constitutes the entire agreement between Dealer and Purchaser, may not be changed, amended or terminated orally and oral statements made by any person may not be relied upon to change or vary the terms of this Agreement.

IN WITNESS WHEREOF, Dealer and Purchaser have executed this Agreement as of the day and year first above written.



Hyundai Motor America
10550 Talbert Ave., P.O. Box 20850, Fountain Valley, CA 92728-0850
TEL: 714-594-1788 FAX: 714-965-5031
WEB: HyundaiUSA.com

March 22, 2011

Northfield, NJ

File Number: 4334803

Dear

This notice is sent to you in response to your recent inquiry. To assist us in our investigation, please send the following information or documents listed below:

- A. Color photographs of the damage to your Hyundai, including the front end, side and rear, engine compartment, front and rear interior, Vehicle Identification Number (VIN) plate, located on the top left side of the dashboard.
- B. Documentation reflecting payments made to you by your insurance company.
- C. An itemized list of what you are seeking. Attach any supporting documents you may have in your possession.
- D. A description of the Hyundai vehicle, including VIN, mileage and a copy of the current registration. (If you have not done so already, please ensure to preserve the vehicle in its current condition for possible inspection.)
- E. All reports indicating the cause of the incident.
- F. The date, location and details of the incident, including the usage of the vehicle prior to the incident.
- G. Purchase Agreement/Bill of Sale.
- H. Repair/maintenance invoices in your possession.
- I. Signed Owner Authorization Request.
- J. The Hyundai file number assigned to your case.
- K. Current daytime telephone number.

Providing this information will expedite our investigation and ensure a prompt response to your inquiry. Providing authorization alone will not be sufficient. We need all relevant information and documentation in your possession as request above. We will contact you once the documents have been received and reviewed.

If we do not receive all the information/documentation requested within 30 days from the date of this letter, we will presume that you no longer wish to have Hyundai review your matter.

Please direct all correspondence to:

Hyundai National Consumer Affairs
P.O. Box 20850
Fountain Valley, CA 92728

Sincerely,

Marisa
Hyundai National Consumer Affairs



Hyundai Motor America
10550 Talbert Ave., P.O. Box 20850, Fountain Valley, CA 92728-0850
TEL: 714-594-1796 FAX: 714-965-5031
WEB: HyundaiUSA.com

OWNER AUTHORIZATION REQUEST

HYUNDAI MOTOR AMERICA HAS BEEN ASKED TO INSPECT THE FOLLOWING:

Customer

VIN #

Model

Year

HMA File #

Vehicle Location

KMHVF24N6XU

Accent

1999

4334803

Sport Hyundai Dodge

The vehicle is located in your insurance/salvage yard. Please authorize a representative from Hyundai Motor America to perform the necessary interior/exterior inspection of the vehicle. Thank you in advance for your cooperation.

Present Owner:

I

authorize and consent the inspection of the

following vehicle, (VIN) KMHVF24N6XU including the retrieval of any
[Vehicle Identification Number]

electronically-stored data in the vehicle (if applicable), at our insurance/salvage yard.

[Signature]

[Date]

3-29-11



Hyundai Motor America
P.O. Box 20850, Fountain Valley, CA 92728-0850
TEL: 800-633-5151 EMAIL: consumeraffairs@hmausa.com
WEB: www.hyundai.com

May 2, 2011

[REDACTED]

Northfield, NJ [REDACTED]

Re: HMA File# 4334803

Dear [REDACTED]

Thank you for your recent correspondence. We have thoroughly reviewed your comments and indeed regret the circumstances you have experienced.

We have reviewed the materials you provided and inspected your Accent. In the course of our inspection, however, we were unable to find any malfunctions or defects relating to the manufacture or design of the vehicle. Accordingly, from the information available to us, while we sympathize with you about your vehicle fire, we cannot agree that the fire was caused by the vehicle's original manufacture or design.

We do need to advise you that this is Hyundai's final decision in this matter. If you should have any other concerns that you want to discuss with us, please feel free to write or call our Consumer Assistance Center at 1 (800) 633-5151.

Sincerely,

A handwritten signature in black ink, appearing to be 'Marisa'.

Marisa
National Customer Connect
Hyundai Motor America

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

HYUNDAI ACCENT 1999 KMIVE24N6XJ
VEHICLE MAKE MODEL YEAR VIN NUMBER
0110165A
DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

☐ **AS IS-NO WARRANTY**

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

☒ **WARRANTY**

- ☐ FULL ☒ **LIMITED WARRANTY.** The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fail during the warranty period. Ask dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "Implied warranties" may give you even more rights.

SYSTEMS COVERED: Engine - all internal lubricated parts, timing chains, gears and cover, timing belt, pulleys and cover, oil pump and gears, water pump, valve covers, oil pan, manifolds, flywheel, harmonic balancer, engine mounts, seals and gaskets, and turbo-charger housing; however, housing, engine block and cylinder heads are covered items only if damaged by the failure of an internal lubricated part. **Transmission Automatic/Transfer Case** - all internal lubricated parts, torque converter, vacuum modulator, transmission mounts, seals and gaskets. **Transmission Manual/Transfer Case** - all internal lubricated parts, transmission mounts, seals and gaskets, but excluding a manual clutch, pressure plate, throw-out bearings, clutch master or slave cylinders. **Front-Wheel Drive** - all internal lubricated parts, axle shafts, constant velocity joints, front hub bearings, seals and gaskets. **Rear-Wheel Drive** - all internal lubricated parts, propeller shafts, supports and U-joints, axle shafts and bearings, seals and gaskets.

DURATION:

- ☐ 24,000 MILES OR LESS, THE WARRANTY IS 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST.
☐ 24,001 TO 60,000 MILES THE WARRANTY IS 60 DAYS OR 2,000 MILES, WHICHEVER COMES FIRST.
☒ 60,001 TO 100,000 MILES THE WARRANTY IS 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.
☐ MANUFACTURER'S WARRANTY STILL APPLIES. ORIGINAL MFG WARRANTY HAS NOT EXPIRED. SEE WARRANTY BOOKLET FOR DETAILS.

* \$50.00 DEDUCTIBLE PER REPAIR.

* ALL REPAIRS MUST BE PERFORMED BY THE SELLING DEALER.

- ☐ **SERVICE CONTRACT.** A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "Implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER'S MECHANIC EITHER ON OR OFF THE LOT.

INSPECTED BY YOUR

NEW JERSEY USED MOTOR VEHICLE LEMON LAW/WARRANTY DISCLOSURE

BASED UPON THE SELLING PRICE, MODEL YEAR, MILEAGE AND PRICE NEGOTIATIONS OF A USED MOTOR VEHICLE PURCHASED FROM A NEW JERSEY DEALER, YOU MAY BE ENTITLED TO A LIMITED WARRANTY ON SUCH VEHICLE. IF, WITHIN THE DURATION OF SUCH WARRANTY, THERE IS A REPEATED DEFECT OF A "COVERED" SYSTEM, YOU MAY BE ENTITLED TO A REFUND OF THE PURCHASE PRICE PAID FOR YOUR VEHICLE, LESS A DEDUCTION FOR PERSONAL USE. IF A USED MOTOR VEHICLE IS SOLD "AS IS," IT MEANS THAT THE VEHICLE IS BEING SOLD BY THE DEALER TO YOU WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR THE COST OF ANY REPAIRS TO THE USED MOTOR VEHICLE. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, AT POST OFFICE BOX 45026, 153 HALSEY STREET, NEWARK, NEW JERSEY 07101-5026, TELEPHONE NO. (973) 504-6226.

YEAR 99 MAKE HYUNDAI MODEL ACCENT

VEHICLE IDENTIFICATION NUMBER | K | M | H | V | F | 2 | 4 | N | 6 | X | U | 

DATE: 03/08/11 

CO-PURCHASER'S SIGNATURE (IF APPLICABLE)

TOWING & LOGGING
 6211 1ST AVE
 WRIGHTSBORO, NJ 08562
 (509) 773-0404

ROAD SERVICE

TIME OF CALL AM 7:15	DATE IN 12-15-11	DATE OUT	TIME START AM 10:00	TIME FINISH AM 11:00	REC'D BY JJA	P.O. CASE #	OFFICER NAME
PHONE #							
ACR							
CITY Northfield					STATE VT	ZIP	
YEAR 99	MAKE/MODEL Honda	COLOR WT	ODOMETER Wk	DRIVER		REGISTERED OWNER	
LOCATION OF VEHICLE 124.302 W / Mikee Mays Carting		TOWED TO Honda Sport - EHI					
INSPECTED BY INSURANCE CO		APPRAISER NAME		DATE		DRIVER	
RELEASED BY		DATE		PHONE #			
REASON FOR TOW		TYPE OF TOW		PERSONALS TAKEN BY DATE PHONE#			
☐ ACCIDENT ☐ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO STAY ☐ OUT OF GAS ☐ FLAT TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO THRESHOLD ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL ☒ File		☐ SLING/HOIST ☐ FLAT BED/PRAMP ☐ WHEEL LIFT ☐ TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☐ OWNER OF A CAR ☐ DEALER		VEHICLE STORAGE TIME FROM TO DAYS & S INDICATE DAMAGED AREA(S) ON VEHICLE  KEYS LEFT Y N RADIO Y N			
SPECIAL EQUIPMENT USED		OTHER SERVICES		MILEAGE			
☐ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMP ☐ SNATCH BLOCKS		☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		TOWING CHARGE MILEAGE 12 LABOR 6 LABOR TIME FINISH START TOTAL EXTRA PERSON FINISH START TOTAL SUBTOTAL TAX TOTAL 12			
METHOD OF PAYMENT		CASH		TOTAL			
☒ CASH ☐ CHECK ☐ DRIVERS LIC # ☐ ☐ ☐ ☐ EXP. DATE		CASH		TOTAL			
CREDIT CARD #		CASH		TOTAL			
AUTHORIZED SIGNATURE		CASH		TOTAL			
DATE		CASH		TOTAL			
X		CASH		TOTAL			

we cannot be responsible for damages caused by bulky items, bumper trucks, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, so any vehicle placed with them for storage or repair.

E1998 AW Direct, Inc.

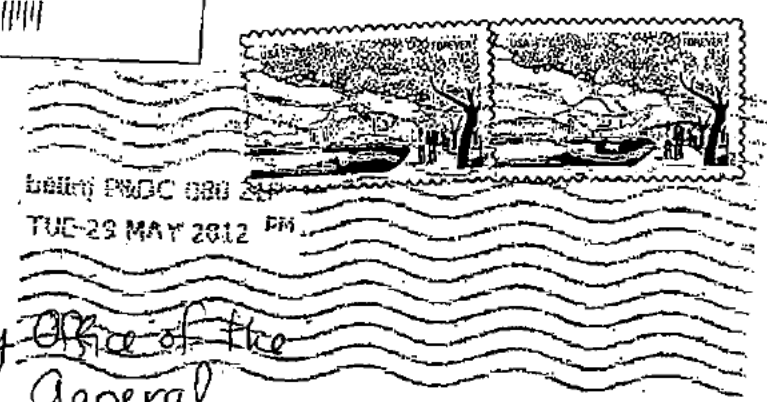
THANK YOU!

REG DUCT #250

3352 212869 035 302



Northfield, NJ



New Jersey Office of the
Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, NJ 07101

Office of the Attorney General
DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101

National Highway Traffic Safety Administration
US Dept. of Transportation - Office of Defects Investigation (NHTSA)
1200 New Jersey Avenue SE
Washington, DC 20590