

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 11-OCT-2012		Repository ☐ Reference No. 10479724	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City NEPTUNE State NJ Zip Code [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
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).				Evening Telephone Number [REDACTED]			
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2GTEK19T221 [REDACTED]				Make 2002 GMC SIERRA		Model SIERRA 1500	
Date Purchased		Dealer's Name and Telephone Number SEE ATTACHED				Engine: No: Cylinders 8	
Original Owner ☒		Dealer's City WALL Township		State		Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: X3		Incident Date(s) 02-FEB-2012 SEE ATTACHED INITIAL FAILURE	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: BRAKES (PWS) X3 - AND NOT FIXED 100 pct until I spent over 84K SEE ATTACHED				Failure Mileage 177000		Failure Speed 5	
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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0		Number of Deaths 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 2002 GMC SIERRA 1500. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH WITH THE VEHICLE IN REVERSE AND DEPRESSING THE BRAKES, THE BRAKES WENT STRAIGHT TO THE FLOOR BOARD. THE CONTACT ENGAGED THE EMERGENCY BRAKE TO STOP THE VEHICLE. THE CONTACT STATED THAT THE ABS WARNING LIGHTS ILLUMINATED ON THE INSTRUMENTAL PANEL. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY ADVISED HIM THAT THE BRAKE LINES IN THE REAR OF THE VEHICLE WERE RUSTED AWAY AND THEY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED FOR THE REAR BRAKE LINES. APPROXIMATELY 4 MONTHS LATER THE CONTACT STATED THAT THE FAILURE RECURRED WHILE DRIVING SLOWLY IN A PARKING LOT. THE CONTACT STATED THAT THE MECHANIC WAS ON SITE AND ADVISED HIM THAT THE BRAKE FLUID WAS POURING OUT RAPIDLY. THE VEHICLE WAS TAKEN TO THE DEALER AGAIN AND THEY INFORMED HIM THAT BRAKE LINES ALONG THE DOOR WERE RUSTED. THE VEHICLE WAS REPAIRED FOR THE BRAKE LINES. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 177,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 178,000.							
3 complete Brake Failures within one year 2012 / SEE TOTAL COST ON ATTACHED							
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 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.							

Dealer Failed To Replace All brake lines After first Failure - failed to notify MC All brake lines were in need of immediate repair -

SEE TOTAL COST ON ATTACHED 84K FOR NEW BRAKE LINES

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

After the first Failure I allege dealer (GM) was negligent
knowing they have an issue with Rusted brake lines and
I had to experience 2 more failures at great emotional
cost to myself and great expense to have a failure
the first time fixed by changing me for all new
brake lines as opposed to just fixing partially and
allowing me to drive a truck that was doomed to
experience further failures that could have caused a
fatality - seems like they
did not care - who pays more than \$4,000 to have a
danger fixed x3 when one time would have fixed an obvious
safety hazard - not right - please help

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**If so:
Use the enclosed
form to file a report.**



**Think your vehicle
has a safety defect?**



or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

12/18/12

DOT
NATSA

Gentlemen - Due to effects
of Sandy in my shore area,
this is the soonest I could
submit the enclosed.

Kindly give me a call
if you should have any questions.

Sincerely,

[Redacted Signature]
[Redacted Name]

NEPTUNE, NJ

T&T Coast

BUICK PONTIAC GMC

2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025

www.ttcoastauto.com

SERVICE ADVISOR LARRY PULLEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06JUN12	07JUN12	G12299	2GTEK19T221	L4766			07JUN12	353268
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:28	17:04	02	GMC GMC SIERRA P/U		119.00	12DEC01	25	25
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
174125	174125							

A C/S BRAKE PEDAL DROPPING LOW
SEE OTHER LINE12 G LIC#: ..
INTS

B RENTAL CAR

RENTAL RENTAL CAR

12 G LIC#: ..
INTSC BRAKE HYDRAULIC LINES: LINE TO REAR WHEELS
BEHIND FUEL TANK (13950550)ASRAPP BRAKE HYDRAULIC LINES: LINE TO
REAR WHEELS BEHIND FUEL TANK
(13950550)

12 G LIC#: ..

CB

1 12548430 PIPE

50.00

544.50
50.00544.50
50.00

,,,802:

D BRAKE FLEXIBLE HOSE REPLACEMENT: REAR
(13950671)ASRAPP BRAKE FLEXIBLE HOSE REPLACEMENT:
REAR (13950671)

12 G LIC#: ..

CB

1 15884695 HOSE

57.86

121.00

121.00

57.86

LIMITED LABOR WARRANTY

The repair facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) 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 the front of this repair order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of 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 the 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 the front of 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. 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.

New Jersey Licensed Inspection Center License #: 9277

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS COUPON

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.

X

DID YOU
SWIPE YOUR CARD TODAY?

Check your Auto Awards Balance at

www.ttcoastauto.com

REMEMBER THE
T & T COAST ADVANTAGE:

- Up to \$2,000 off your next vehicle
- Discounted labor rate
- Special Discounts at local merchants

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY



BUICK PONTIAC GMC

2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025

www.ttcoastauto.com

NEPTUNE, NJ

SERVICE ADVISOR LARRY PULLEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
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TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:28	17:04	02	GMC GMC SIERRA P/U		119.00	12DEC01	25	25
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
174125	174125							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	
2	12377967 FLUID	9.33	9.33		18.66	LIMITED LABOR WARRANTY The repair facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) 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 the front of this repair order. To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of 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 the 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 the front of 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. 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.
174:	E EMERGENCY BRAKE CABLE: RIGHT SIDE (13954739)					
	ASRAPP EMERGENCY BRAKE CABLE: RIGHT SIDE (13954739)					
	12 G LIC#: ..					
	CB			181.50	181.50	
1	15189792 CABLE	49.50	49.50		49.50	
1003:	F BRAKE ROTOR RESURFACE - FRONT (14006781)					
	ASRAPP BRAKE ROTOR RESURFACE - FRONT (14006781)					
	12 G LIC#: ..					
	CB			124.95	124.95	
2	5510 NO SQUEEL	26.56	26.56		53.12	
181:	G BRAKE ROTOR REPLACEMENT - REAR (14006796)					
	ASRAPP BRAKE ROTOR REPLACEMENT - REAR (14006796)					
	12 G LIC#: ..					
	CB			124.95	124.95	
397:	HAZARDOUS WASTE REMOVAL				15.00	

** PRE-INVOICE **		DESCRIPTION	TOTALS
DID YOU SWIPE YOUR CARD TODAY? Check your Auto Awards Balance at www.ttcoastauto.com REMEMBER THE T & T COAST ADVANTAGE: - Up to \$2,000 off your next vehicle - Discounted labor rate - Special Discounts at local merchants		LABOR AMOUNT	1096.90
		PARTS AMOUNT	229.14
		GAS,OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	15.00
		TOTAL CHARGES	1341.04
		LESS COUPON	0.00
		SALES TAX	93.87
		PLEASE PAY THIS AMOUNT	1434.91

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.

X

*****IMPORTANT*** YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. 732-223-0133 THANK YOU**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY



BUICK PONTAC GMC

2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025

www.ttcoastauto.com

NEPTUNE, NJ

SERVICE ADVISOR LARRY PULLEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24FEB12	27FEB12	G12299	2GTEK19T221	L4766			27FEB12	350220
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:19	08:36	02	GMC GMC SIERRA P/U		119.00	12DEC01	25	25
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
171502	171502							

A RENTAL CAR

RENTAL RENTAL CAR

4 INTS

(N/C)

B ABS LIGHT ON AND PEDAL LOW

SEE OTHER LINE

4 INTS

(N/C)

C** PIPE, BRAKE - REPAIR

H0799 PIPE, BRAKE - REPAIR

4 CB

480.00

480.00

1 12547207 PIPE

41.06

41.06

41.06

D** FRONT BRAKE CALIPER HARDWARE REPLACEMENT -

BOTH SIDES

H0087 CALIPER ASSEMBLY - FRONT - BOTH -

R&R

4 CB

240.00

240.00

1 SE5280A CALIPER

116.31

116.31

116.31

1 SE5279A CALIPER

122.13

122.13

122.13

E** FLUSH BRAKE SYSTEM COMPLETE (REMOVES AND

REPLACES FLUID FROM MASTER

CYLINDER, CALIPERS, WHEEL CYLINDERS, ABS

PUMP)

BF FLUSH BRAKE SYSTEM COMPLETE (REMOVES

AND REPLACES FLUID FROM MASTER

CYLINDER, CALIPERS, WHEEL CYLINDERS, ABS

LIMITED LABOR WARRANTY

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New Jersey Licensed Inspection Center License #: 9277



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Check your Auto Awards Balance at

www.ttcoastauto.com

**REMEMBER THE
T & T COAST ADVANTAGE:**

- Up to \$2,000 off your next vehicle
- Discounted labor rate
- Special Discounts at local merchants

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

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X

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08:19	08:36	02	GMC GMC SIERRA P/U		119.00	12DEC01	25	25
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
171502	171502							

PUMP)

4	CB	99.50	99.50
1	EBS36 BRAKE FLUSH	54.78	54.78
F** MASTER CYLINDER REPLACEMENT			
H0640 MASTER CYLINDER REPLACEMENT			
4	CB	120.00	120.00
1	M3432 MASTERCYL.	149.80	149.80
HAZARDOUS WASTE REMOVAL			15.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	939.50
PARTS AMOUNT	484.08
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1438.58
LESS COUPON	0.00
SALES TAX	100.71
PLEASE PAY THIS AMOUNT	1539.29

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.

X

*****IMPORTANT*** YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. 732-223-0133 THANK YOU**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY

NEPTUNE, NJ

T&T Coast

BUICK PONTIAC GMC

2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025

www.ttcoastauto.com

SERVICE ADVISOR LARRY PULLEN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03OCT12	05OCT12	G12299	2GTEK19T221	L4766			05OCT12	356820
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:46	08:56	02	GMC GMC SIERRA P/U		121.00	12DEC01	25	25
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
175458	175458							

A C/S BRAKE LINE LEAKING BY LEFT FRONT DOOR
H0799 PIPE, BRAKE - REPAIR

12 G LIC#: ..

CB

		1028.50	1028.50
2 12548430 PIPE	52.74	52.74	105.48
2 12377967 FLUID	9.33	9.33	18.66
1 12345109 CLEANER	4.52	4.52	4.52
1 6414001 PIPE	55.38	55.38	55.38
HAZARDOUS WASTE REMOVAL			15.00

LIMITED LABOR WARRANTY

The repair facility guarantees the Labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) 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 the front of this repair order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of 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 the 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 the front of 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. 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.

New Jersey Licensed Inspection Center License #: 9277

DID YOU
SWIPE YOUR CARD TODAY?

Check your Auto Awards Balance at

www.ttcoastauto.com

REMEMBER THE
T & T COAST ADVANTAGE:

- Up to \$2,000 off your next vehicle
- Discounted labor rate
- Special Discounts at local merchants

DESCRIPTION	TOTALS
LABOR AMOUNT	1028.50
PARTS AMOUNT	184.04
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1227.54
LESS COUPON	0.00
SALES TAX	85.93
PLEASE PAY THIS AMOUNT	1313.47

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.

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

CUSTOMER COPY

T&T Coast



GMC



T&T Coast Buick GMC

AUTOMOBILE STATUS REPORT

PREPARED FOR: [REDACTED]



[REDACTED]
Neptune Nj [REDACTED]
[REDACTED]

DATE June 07, 2012
VIN 2GTEK19T221 [REDACTED]
YEAR 2002
MAKE GMC
MODEL GMC SIERRA P/U
MILEAGE 174125
RO # 353268

T&T Coast
Buick  GMC

T&T Coast Buick GMC

LARRY PULLEN
lpullen@coastbuick.com

2205 Highway 35
Sea Girt NJ 08750

732-223-0025

ASAP Pro

T&T COAST BUICK GMC SERVICE COMMITMENT

Excellence at every turn... and every straightaway

Our dealership's primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that's the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively between your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.



MULTI-POINT INSPECTION FORM



RO#: 353268

Customer Name: [REDACTED]

Created: 06/06/2012 08:28:00 AM

Advisor Name: LARRY PULLEN

Technician Name: GEORGE H

☐ Checked & Okay at this Time

☒ May Require Future Attention

☒ Requires Immediate Attention

Interior / Exterior

- ☒ ☐ Bulbs and Lights
- ☒ ☐ Windshield Washer Spray / Wiper Operation / Wiper Blades Wiper Arms / Including Rear (if applicable)
- ☒ ☐ Windshield Condition (inspect for Cracks, Chips, or Pitting)
- ☒ ☐ Upholstery / Carpet / Floor Mats / Mirrors / Glass
- ☒ ☐ Emergency Brake Adjustment
- ☒ ☐ Horn Operation
- ☒ ☐ Fuel Tank Cap Gasket
- ☒ ☐ Clutch Operation (if equipped)
- ☒ ☐ Cabin/HEPA Filter (if equipped)

Under Vehicle

- ☒ ☐ Shock Absorbers / Suspension
- ☒ ☐ Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- ☒ ☐ Muffler / Exhaust Pipes / Mountings
- ☒ ☐ Engine Oil and/or Fluid Leaks
- ☒ ☐ Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
- ☒ ☐ Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- ☒ ☐ Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- ☒ ☐ Inspect Nuts and Bolts on Body Chassis

Under Hood

- ☒ ☐ Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer
- ☒ ☐ Engine Air Filter
- ☒ ☐ Drive Belts (condition and adjustment)
- ☒ ☐ Engine Coolant Protection
- ☒ ☐ Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- ☒ ☐ Radiator Core / Air Conditioning Condenser (if equipped)

Battery Performance

- ☒ ☐ Battery Terminals / Cables / Mountings
- ☒ ☐ Check Condition of Battery (Storage Capacity Test if Applicable)

Tread Depth (measured in 1/32")



- ☒ ☐ LF - 6
- ☒ ☐ RF - 6
- ☒ ☐ LR - 6
- ☒ ☐ RR - 6

Abnormal Wear Pattern of Tires

- ☒ ☐ LF - --
- ☒ ☐ RF - --
- ☒ ☐ LR - --
- ☒ ☐ RR - --

Check Brake Linings (measured in millimeters)

- ☒ ☐ LF - 5
- ☒ ☐ RF - 5
- ☒ ☐ LR - 7
- ☒ ☐ RR - 7

In the process of inspecting your vehicle for safety and reliability, your technician **GEORGE H** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention.

Yellow: in need of attention soon.

Oil Change - Conventional

L002c

Item Description

The act of draining out the old or dirty oil from an engine and replacing it with fresh oil, and replacing the oil filter. The most basic service item.

Reason

If not changed, the result will be engine overheating and engine damage.



1 & 1 AUTO BUICK PONTIAC GMC
2205 RT 35
SEA GIRT, NJ 08750
17321 225-0025

Merch/Int: 417000050073
Term: 10: 002 Ref: 10: 014

Sale

Entr. Method: Scraped

10/08/12 13:43:44
Inv #: 00000000000000000000
Apprv: Onl. Batch#: 000406
AVS Code:

Total: \$ 717.45

1 & 1 AUTO BUICK PONTIAC GMC
2205 RT 35
SEA GIRT, NJ 08750
17321 225-0025

Merch/Int: 417000050073
Term: 10: 002 Ref: 10: 014

Sale

Entr. Method: Scraped

10/08/12 13:44:11
Inv #: 00000000000000000000
Apprv: Onl. Batch#: 000406
AVS Code:

Total: \$ 717.46

THANK YOU

NEPTUN, NJ