

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10503603
Date: Tuesday, April 02, 2013 9:02:50 AM
Attachments: [MASTER TRUCK BILLING HEATER REPAIR0001.pdf](#)

EQ-10503603-5989

From: EVOQ (NHTSA)
Sent: Tuesday, April 02, 2013 8:04 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10503603

From: [REDACTED]
Sent: Monday, April 01, 2013 1:59 PM
To: EVOQ (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10503603

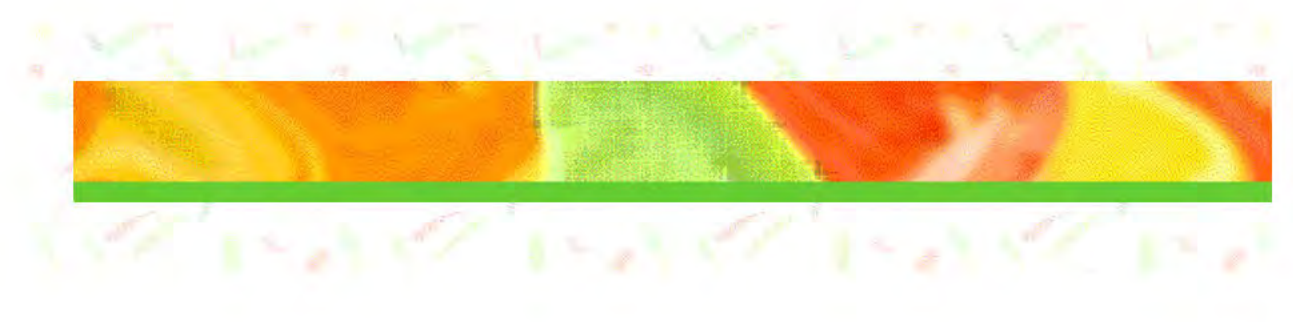
Please see the attached. I have made changes to Complaint 10503603. I have all so attach the 3 work order that I paid the 3 times I have had my defrosters fixed before. Keep in mind I have had the same parts replace each time I had it in for repair and now I need to get it repaired for the 4th time and Dodge Truck Customer service has been no help what so ever.

[REDACTED]

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Friday, March 29, 2013 8:37 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10503603

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



 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 19-MAR-2013	Repository ☐ Reference No. 10503603		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City LEONARDO	State NJ	Zip Code		Evening Telephone Number	
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 1D7HU18D64S		Make DODGE	Model RAM 1500	Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 19-MAR-2013
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM			Failure Mileage 129556 72365	Failure Speed 0	
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 2004 DODGE RAM 1500. THE CONTACT STATED THAT WHILE DRIVING DURING INCLEMENT WEATHER, THE DEFROSTER SYSTEM MALFUNCTIONED. THE WINDSHIELD BECAME VERY FOGGY AND IT WAS DIFFICULT FOR THE CONTACT TO SEE OUT OF THE WINDOW WHILE DRIVING. THE CONTACT TOOK THE VEHICLE TO A DEALER FOR A DIAGNOSTIC TEST. THE DEALER STATED THAT THE ACTUATOR SYSTEM, HEATER DOOR AND THE HEATER BOX WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE CONTACT HAD ALL THREE COMPONENTS REPLACED. THE HEATER SYSTEM FAILURE RECURRED 11,000 MILES LATER. CONTACT TOOK THE VEHICLE BACK TO THE DEALER TO AGAIN HAVE THE ACTUATOR SYSTEM, HEATER BOX AND THE HEATER DOOR REPLACED FOR THE SECOND TIME. THE FAILURE MILEAGE WAS 129,556.					
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.					

CUSTOMER #: 65242

6 5 5 5 0

WORKORDER

PAGE 2



VEHICLE NO.

BUS

SERVICE ADVISOR: 175 PROVOST, DON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FLAME RED	04	DODGE RAM 150	1D7HU18D648		72365/ 72 865	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAR03 IS			17:30 14NOV06		95.00	CASH
R.O. OPENED	READY	OPTIONS	STK:49678N ENG:MAGNUM			
13NOV2006 16:18						

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 98	C	C/S HEATING, A/C AND DEFROSTERS NOT WORKING CORRECTLY--REF# 15617267

72862
11/27

DEN \$100

3/9

- 1 - 50663864AA
- 1 - 5078457AA
- 1 - 5073985AA
- 1 - 5173464AA
- 1 - 5076484AA
- 1 - 5086718AA
- 1 - 5147758AA

82300 329 X3

732-396-1114 EID
732-233-1114 EID

EXCLUSION OF WARRANTIES

Warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned, Dennis Adams, agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, which are not limited to any warranties that such parts and/or accessories are of merchantable quality, but they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 your employees permission to operate the vehicle herein described for a short distance anywhere 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

HER [Signature] ROYAL

CUSTOMER #1 8013

67505



SALES-RENTAL-MAINTENANCE
625 Hwy 30 - 1732 267-3610 - BOSTON, NJ 07116
NJ STATE INSPECTION CENTER
FULLY LICENSED BODY & PAINT SHOP ON PREMISES

MON - FRI
8AM - 4:30 PM
SATURDAY
8AM - 12 NOON



MEYER SNOW PLOWS

PAGE 1

SERVICE ADVISOR: 60 JOHN R BURNS

LEONARDO, NJ

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	04	DODGE R1800 PICKUP	107HU18D44		121579/121579		
DEL DATE	PRCD DATE	WEEK END	PROMISED	PC NO.	RATE	PAYMENT	INV DATE
01SEP11			16:30 28SEP11		90.00	CASH	29SEP11
RED SPENSE		FEEDY	OPTIONS DLR:57430 ENG:5.7 Liter MPI				

R/O: OPENED READY OPTIONS DLR:57430 ENG:5.7 Liter MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	WON'T SW	FROM VENT TO FLOOR					
		REPLACE MODE DOOR AND ACTUATOR IN HEATER BOX.					
		REPLACE HEATER CORE FOR LEAK, WILL NEED					
		RADIATOR \$55.00 - TAX					
		3000 COPY 8.00				450.00	450.00
		80114028AB CORE-HEATER		125.00	125.00	125.00	125.00
		8011963AA DOOR-PANEL		50.00	50.00	50.00	50.00
		8011963AB ACTUATOR-A/C AND HEATER		40.00	40.00	40.00	40.00
		80119632AB COUPLING-ACTUATOR		10.00	10.00	30.00	30.00

		SEE PAGE 2 FOR WASTE REMOVAL & DISPOSAL				1.50	1.50

*
* WE OFFER A COMPLETE DETAIL *
* SERVICE FOR ALL MAKES & MODELS *
*

1st Time
Dec 2009
Box & Door Replace.

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor cost in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles, whichever comes first. There are some restrictions which apply. This Limited Warranty excludes rust and alignment, electrical wiring and systems, and fuel system—when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to any other person.

During the service period of this Limited Warranty, the Repair Facility will provide additional labor or replacement to customer for any additional repairs that are necessitated as a result of any defect in labor performed while performing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must notify the Repair Facility at the address shown on the front of the Repair Order at any 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 service period of this Limited Warranty, as specified above, or the vehicle to the Repair Facility at the address shown on the front of the Repair Order within the 101 days of notice of such defect in labor. For purposes of this Repair Facility to make the repairs required and to pay the charges for any additional parts required together with applicable sales tax upon completion of a repair.

All incident expenses, including the cost of materials and labor 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 consequential or consequential damages, including, but not limited to, damages for loss of profits, loss of income, loss of use, loss of time, loss of income and profits, inconvenience or commercial loss.

This Repair Order is not valid unless it is signed by the Repair Facility and the customer. The Repair Facility hereby disclaims any and all liability, including any implied warranty 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 Repair Order and/or service. Buyer shall not be entitled to recover more than the vehicle value or consequential damages, payable by property damage for loss of use, loss of time, loss of profits, or income, or any other material damage. In addition, expressly excluded is any direct liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	450.00
PARTS AMOUNT	245.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSC. CHARGES	1.50
TOTAL CHARGES	696.50
LESS INSURANCE	0.00
SALES TAX	48.76
PLEASE PAY THIS AMOUNT	745.26

CUSTOMER COPY

CUSTOMER #: 8018

58269



525 Hwy 38 - 17121 781-3600 Suffern NJ 07718
NJ STATE INSPECTION CENTER
FULLY LICENSED BODY & PAINT SHOP ON PREMISES

INVOICE

PAGE 1



MEYER SNOW PLOWS

MON - FRI
8 AM - 6:30 PM
SATURDAY
8 AM - 12 NOON

LEONARDO, NJ

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 61 DENNIS M MURPHY

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED	04	DODGE R1500 PICKUP		1DTHU18D64S		103879/103879		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
06JAN04 DD			16:30 08SEP09		90.00	CASH	09SEP09	
R.O. OPENED		READY	OPTIONS: CLR:57430 ENG:5.7 Liter MPI					

TIME	CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	HEAT DEF	WON'T SWITCH					
2	REMOVE DASH AND HEATER BOX AND REPLACE MODE 1						
	DOOR AND RECIR HOUSING						
	3000 CPAY			6.00		540.00	540.00
1	88114226AB HOUSING-AIR INLET				52.00	52.00	52.00
1	88114226AA DOOR-DEFROSTER				35.00	35.00	35.00

LIMITED LABOR WARRANTY

The Repair Facility warrants the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 1,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes rust and alignment, electrical wiring and engine, 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 party.

During the duration of this Limited Warranty, the Repair Facility will provide additional labor, at its expense to customer, for any additional repairs that are necessitated by a repair of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To claim repair under this Limited Warranty, customer must first notify the Repair Facility at the address shown on the front of the 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 the Limited Warranty, as specified above, to deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor, to authorize the Repair Facility to make the repairs needed, and allow the time for any additional parts required together with applicable sales tax upon completion of such repair.

Excluded 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 discomfort.

This repair is sold "as is". The only warranties applying to this repair 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 endorses nor authorizes any other person to assume for it any liability in connection with the sale of this repair and/or service. Buyer shall not be entitled to recover from this 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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	540.00
PARTS AMOUNT	87.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	627.00
LESS INSURANCE	0.00
SALES TAX	43.89
PLEASE PAY THIS AMOUNT	670.89

CUSTOMER COPY

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 19-MAR-2013	Repository ☐ Reference No. 10503603
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
LEONARDO	NJ		
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
1D7HU18D64S		DODGE	RAM 1500
Model Year		2004	
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
☐			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
	☐ Cruise Control		Incident Date(s)
			19-MAR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM		Failure Mileage	Failure Speed
		129556 72365	0
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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
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 DODGE RAM 1500. THE CONTACT STATED THAT WHILE DRIVING DURING INCLEMENT WEATHER, THE DEFROSTER SYSTEM MALFUNCTIONED. THE WINDSHIELD BECAME VERY FOGGY AND IT WAS DIFFICULT FOR THE CONTACT TO SEE OUT OF THE WINDOW WHILE DRIVING. THE CONTACT TOOK THE VEHICLE TO A DEALER FOR A DIAGNOSTIC TEST. THE DEALER STATED THAT THE ACTUATOR SYSTEM, HEATER DOOR AND THE HEATER BOX WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE CONTACT HAD ALL THREE COMPONENTS REPLACED. THE HEATER SYSTEM FAILURE RECURRED 11,000 MILES LATER. CONTACT TOOK THE VEHICLE BACK TO THE DEALER TO AGAIN HAVE THE ACTUATOR SYSTEM, HEATER BOX AND THE HEATER DOOR REPLACED FOR THE SECOND TIME. THE FAILURE MILEAGE WAS 129,556.			
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.			

WORKER #: 65242

6 5 5 5 0

WORKORDER

PAGE 2



150 KING GEORGE ROAD
WOODBRIDGE, NEW JERSEY 07095
PHONE: (732) 826-1220

BUS

SERVICE ADVISOR: 175 PROVOST, DON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FLAME RED	04	DODGE RAM 150	1D7HU18D64S		72365/ 72 865	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
31MAR03 IS			17:30 14NOV06		95.00	CASH
R.O. OPENED	READY	OPTIONS	STK:49678N ENG:MAGNUM			

13NOV2006 16:18

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 98	C	C/S HEATING, A/C AND DEFROSTERS NOT WORKING CORRECTLY--REF# 15617267

72862
11/27

DEN \$100

3/9

- 1 - 50663864AA
- 1 - 5078457AA
- 1 - 5073985AA
- 1 - 5173464AA
- 1 - 5076984AA
- 1 - 5086718AA
- 1 - 5177758AA

82300 329 X3

EXCLUSION OF WARRANTIES

Warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned, Dennis Adams, agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, which are not limited to any warranties that such parts and/or accessories are of merchantable quality, but may still enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 your employees permission to operate the vehicle herein described for a short distance to any place 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

HER [Signature] ROYAL

CUSTOMER #: 8013

67505



SALES-RENTAL-MAINTENANCE
625 Hwy 30 - 1732 267-3610 - Bergen, NJ 07514
NJ STATE INSPECTION CENTER
FULLY LICENSED BODY & PAINT SHOP ON PREMISES

MON - FRI
8 AM - 4:30 PM
SATURDAY
8 AM - 12 NOON



MEYER SNOW PLOWS

PAGE 1

SERVICE ADVISOR: 60 JOHN R BURNS

LEONARDO, NJ

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
RED	04	DODGE R1800 PICKUP	107HU18D644		121579/121579	
DEL DATE	PRCD DATE	WEEK END	PROMISED	DATE	PAYMENT	INV DATE
01SEP11	01SEP11		16:30 28SEP11	90.00	CASH	29SEP11

R/O: OPENED READY OPTIONS DLR:57430 ENG:5.7 Liter MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
A WON'T SW FROM VENT TO FLOOR							
2 REPLACE MODE DOOR AND ACTUATOR IN HEATER BOX.							
REPLACE HEATER CORE FOR LEAK, WILL NEED							
RADIATOR 455.00 - TAX							
3300 COPY 8.00							
2	80114123AB	CORE-HEATER		125.00	125.00	450.00	450.00
3	8011963AA	DOOR-PANEL		50.00	50.00	50.00	50.00
4	8011963AB	ACTUATOR-A/C AND HEATER		40.00	40.00	40.00	40.00
5	80119632AB	COUPLING-ACTUATOR		10.00	10.00	30.00	30.00

SEA HAD SCRAP WASTE REMOVAL & DISPOSAL							1.50

*
* WE OFFER A COMPLETE DETAIL *
* SERVICE FOR ALL MAKES & MODELS *
*

1st Time
Dec 2009
Box & Door Replace.

LIMITED LABOR WARRANTY		DESCRIPTION	TOTALS
The Repair Facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 90 days or 4,000 miles, whichever comes first. There are some restrictions on this warranty. This Limited Warranty is not transferable and is not valid if the vehicle is not maintained in accordance with the manufacturer's recommendations. This Limited Warranty is extended to the vehicle owner and is not transferable to any other person. During the 90-day period of the Limited Warranty, the Repair Facility will provide additional labor or replacement parts, for any additional repairs that are necessitated as a result of any defect in labor performed while performing the repairs listed on the front of this Repair Order. To obtain repairs under this Limited Warranty, customer must notify the Repair Facility at the address shown on the front of this Repair Order at any time 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 90-day period of the Limited Warranty, as specified above, or the vehicle is to be driven to the Repair Facility at the address shown on the front of the Repair Order within the 90-day period of notice of such defect in labor. It is the customer's responsibility to make the repairs required and to pay the charges for any additional parts required together with applicable sales tax upon completion of a repair. All limited warranties, including the limited 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 consequential or consequential damages, including, but not limited to, damages for loss of profits, loss of income, loss of use, loss of time, loss of income and profits, inconvenience or commercial loss. This repair is not to be used for any other purpose. The only warranties appearing on this repair order may be voided by the manufacturer. This repair order is not to be used for any other purpose, including any implied warranty of merchantability or fitness for a particular purpose, and customer assumes, not authorizes any other person to assume for it any liability in connection with the sale of this repair order and service. Buyer shall not be entitled to recover more than the vehicle value or consequential damages, payable by property damage for loss of use, loss of time, loss of profits, or income, or any other material damage. In addition, expressly excluded is any direct liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.		LABOR AMOUNT	450.00
		PARTS AMOUNT	245.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MSC. CHARGES	1.50
		TOTAL CHARGES	696.50
		LESS INSURANCE	0.00
		SALES TAX	48.76
		PLEASE PAY THIS AMOUNT	745.26
		CUSTOMER SIGNATURE	

CUSTOMER COPY

CUSTOMER #: 8018

58269



525 Hwy 38 - 17121 781-3600 Suffern NJ 07718
NJ STATE INSPECTION CENTER
FULLY LICENSED BODY & PAINT SHOP ON PREMISES

MON - FRI
8AM - 6:30 PM
SATURDAY
8 AM - 12 NOON

INVOICE

PAGE 1

LEONARDO, NJ

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 61 DENNIS M MURPHY

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
RED	04	DODGE R1500 PICKUP		1DTHU18D64S		103879/103879		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN04 DD			16:30 08SEP09		90.00	CASH	09SEP09	
R.O. OPENED		READY	OPTIONS: CLR:57430 ENG:5.7 Liter MPI					

TIME	CODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	HEAT DEF	WON'T SWITCH					
2	REMOVE DASH AND HEATER BOX AND REPLACE MODE 1						
	DOOR AND RECIR HOUSING						
	3000 CPAY			6.00		540.00	540.00
1	88114226AB	HOUSING-AIR INLET			52.00	52.00	52.00
1	88114226AA	DOOR-DEFROSTER			35.00	35.00	35.00

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 10,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes rust and age-related, electrical wiring and other, and fuel system-related due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor does it cover, any other party.

During the duration of this Limited Warranty, the Repair Facility will provide additional labor, at its expense to customer, for any additional repairs that are necessitated by a repair of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To claim repair under this Limited Warranty, customer must first notify the Repair Facility at the address shown on the front of the 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 the Limited Warranty, as specified above, to deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor, to authorize the Repair Facility to make the repairs needed, and to allow the time for any additional parts required together with applicable sales tax upon completion of such repair.

As stated, however, 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 discomfort.

This product is sold "as is". The only warranties applying to this product 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 endorses nor authorizes any other person to assume for it any liability in connection with the sale of this product and/or service. Buyer shall not be entitled to recover from its 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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	540.00
PARTS AMOUNT	87.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	627.00
LESS INSURANCE	0.00
SALES TAX	43.89
PLEASE PAY THIS AMOUNT	670.89

CUSTOMER COPY