

C1-10806896-32,89



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

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



JOHN J. HOFFMAN
Acting Attorney General

CHRIS CHRISTIE

KIM GUADAGNO
Lt. Governor

October 14, 2015

STEVE C. LEE
Acting Director

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

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

OCT 22 2015

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While 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, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

TD

NM
102715
SMD



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

OFFICE OF CONSUMER PROTECTION
8/14/11 SEP 30 11

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).

Form with fields for 'COMPLAINT REPORTED BY:' and 'COMPLAINT REPORTED AGAINST:'. Includes fields for Name, Address, City, State, ZIP, Home Telephone Number, Work Telephone Number, E-Mail Address, Business, and Telephone Number. Handwritten entries include 'North Plainfield, New Jersey' and 'Toyota Motor Sales, U.S.A. Inc.'.

For statistical and informational purposes only. Your age: [] 18-29 [] 30-44 [] 45-59 [x] 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- Checkboxes for: 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. [x] New [] Used
b. [x] Purchased [] Leased
c. Purchase Price \$14,041.68 Current Mileage approximately 142,971 miles
d. Date of purchase 6/10/2002 [x] With Warranty [] With Service Contract
e. Make Toyota Model Echo Year 2002

3. Name of company with which you dealt: Crystal Auto Mall, Green Brook, N.J. I traded-in

the 1994 Tercel for the 2002 Echo. Both cars I purchased new at Crystal Auto Mall. I also experienced a burning sensation from the 1994 Tercel.

4. Name and title of company agents or employees with whom you dealt: Sandee Estrada, Toyota Legal Claims, Torrance, CA
Crystal Auto Mall: Robert Rueinski, Alejandro Gimenez (service advisors), Karl Wuttke (service mgr.), Jessica (customer relations)
NY Region: Christine (case # [redacted] 8/25/2003), Anthony (case # [redacted] 1/13/14)
Route 22 Toyota, Hillside, N.J.; Jennifer Reed, Nelson Henderson, Pat Morsella, Jose Decastro, Gerard Costigan, Robert M. Kowalski (service advisors); Toe Amato, Tony Lopez (service managers)

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.

My complaint is set forth in my letter dated March 1, 2014 to Toyota Motor Sales, U.S.A. National Customer Relations, Torrance, California. The copied letter is three pages. There are two other pages which I included with the March 1, 2014 letter stating related services since June 7, 2013 totaling \$4,569.85 (including the cost of two new tires and a new battery). In addition, I sent fifty-six photocopies of invoices for services performed and other related matters.

With this present application to the New Jersey Office of the Attorney General, Division of Consumer Affairs, I am including a copy of the April 3, 2014 letter of response from Sandee Estrada, the Legal Claims Administrator of Toyota Motor Sales, U.S.A., Inc., Torrance, California. Please note the mistake in the body of her letter, line two: March 4, 2013. The date should have read 2014. I also made a mistake, saying I purchased the Echo on April 10, 2002. On reviewing the documents today, I realized the purchase date was June 10, 2002. I corrected this in the enclosed copy herein.

I telephoned Sandee Estrada on Wednesday, April 1, 2015 to see if she would charge her stand on the matter, however she did not.

I consulted many lawyers without cost on this, to no avail, I did not know the cause of the chemical burning until December 20, 2013. On December 31, 2013 I began writing the letter to Toyota.

On another occasion a car mechanic said that Toyota components do not fit snugly together - they have spaces between the parts or components.

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

* \$ 4,569.85 plus approximately 44.95 hours on those specific repairs and services. However, more time was spent making phone calls and making trips trying to determine what was wrong. I can estimate that after this is mailed and I hear from the N.J. Office of Attorney General, Division of Consumer Affairs. Consider also the time lost on the 1994 Tercel Toyota.

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*

September 28, 2015

Date

North Plainfield, N.J.
March 1, 2014

Toyota Motor Sales, U.S.A.
National Customer Relations
19001 South Western Avenue
Dept. HQ 11
Torrance, California 90509

mailed Sat. 3/1/14 from
Sunolles Post Office

3:06 PM

Priority Mail - Return Receipt
Certified USPS

Masking
tape
to mark
papers
I
would
send to
Toyota

Dear Toyota National Customer Relations:

I have been experiencing a burning sensation on my feet and legs in my 2002 Toyota Echo since approximately May 2003, perhaps before. I purchased the car new on ~~April~~ ^{May 2, 2002} 10, 2002. The first record I have of the burning sensation is when the mileage on the car was 11,090. The dealership's invoice is dated May 24, 2003, & experienced the same problem with a 1994 Tercel which I purchased new from the same dealership. I had been in a front-end accident with the Tercel and I thought perhaps there was a crack somewhere under the hood which the various mechanics were unable to find. I traded in the Tercel for the new Echo at the same dealership on April 10, 2002. The mileage on the Tercel at that time was 93,588. Since the dealership was aware of the problem with the Tercel, because they had been trying to resolve it, I think I gave them all of the invoices pertaining to it. This would have included, I think, invoices from private mechanics.

I hope not to drive the Echo any more. The problem seems too serious. I was experiencing slight twitching. I drove the car on January 10th and February 5th, 2014.

On November 28, 2013 I borrowed a family member's 2003 Buick La Sabre for twenty-four hours to visit another family member for Thanksgiving Day. I experienced virtually no burning on the

"one 0"

one hour's trip home on November 28th. There was what I would call a slight residual burning sensation driving the Buick to my destination on November 28th and returning the Buick on the 29th, (maybe ".5" or "1" on a scale of 0-10). However, as I said, there was virtually no burning sensation on the drive home, about an hour, on Thanksgiving night, November 28th.

This is not a feeling of heat, but a feeling of chemical burning.

I received a diagnosis of "susceptibility to environmental chemicals" from Dr. Theron S. Randolph, an allergist and clinical ecologist in October 1984, and again in 1992. Dr. Randolph practiced in Chicago in 1984 and in North Aurora, Illinois in 1992. Dr. Randolph died September 29, 1995. He is called "The Father of Clinical Ecology". His work, I think, is being continued by Dr. William Rea at the Environmental Health Center - Dallas. Dr. William Rea had been a patient of Dr. Randolph's and returned to Dallas Texas to implement the success he had experienced.

On December 20, 2013 an auto mechanic, after driving the Echo for about 25 minutes in a hilly area said he could smell gasoline while he was driving inside the car. He said the car was "burning rich". The manager at the same shop put the car on the lift with the motor running. He pointed out that the pipe after the catalytic converter was slightly blue which indicates the car is "burning rich". "Burning rich", they said, means there's too much gasoline burning in the exhaust system. The gasoline should be burning in the manifold. This might explain why I feel the burning sensation. I am very sensitive to gasoline.

Rain seems to help this matter. Washing the engine seems to help. I have had the engine washed twice: once in May 2012 and a second time in October 2012. ^{after oil spill} Driving on roads which have been recently resurfaced with blacktop seems to worsen the matter.

This Toyota Echo has always seemed to use excessive gasoline. I did record gasoline purchase and mileage from July 2010 to July 2011 and found the car was getting 27.5 miles per gallon. How does that seem for a 2002 four cylinder Echo?

On 8/25/2003 I was given a case number of [redacted] by the New York Region of Toyota.

On 1/13/2014 I was given a case number of [redacted]

Please understand that I have had the use of a car since I moved to North Plainfield in April, 1969. North Plainfield is a borough, not a city. A car is important to me for the purchase of food and in order to return to substitute teaching. This has caused a big delay in returning to work. I have been doing much walking through ice and snow in very cold temperatures this winter. My clothes, shoes and boots seem to be saturated with something from the Echo. Chemical salting of streets and sidewalks for the ice and snow have made this situation worse.

I strongly urge you to have your specialized Toyota technicians to carefully examine and test my 2002 Echo to determine if there is some shortcoming in the vehicle. Is there some weak point in the 2002 Echo which is causing a burning sensation on the skin?

Thank you for your help.

E. [redacted]

since 6/7/2013

page one

<u>Mileage</u>	<u>Service</u>	<u>making tape</u>	<u>Cost</u>	<u>and date</u>
138,979	check engine light, diagnostic		140.45	6/9
139,117	charcoal canister assembly, fuel cap, alternator-air conditioning belt, power steering belt, fuel injection service, crankshaft seal		917.02	6/1 201
139,192	front stabilizer links, two new tires, balance two tires, wheel alignment, sway bar bushings, replaced rear shocks, clean and adjust rear brakes		952.89	6/2 201
140,767	muffler, gasket, clamps		297.00	8/19 201
? —	battery		150.00	8/22/1
? —	weld center pipe, install two hangers		32.10	9/4/1
141,750	catalytic converter (and resonator) gaskets, clamp, spring bolt kit		1,396.22	9/2 and 9/30/1
141,808	oil and filter change, clean and adjust rear brakes (re-check), brake drums resurfaced		169.75	10/3 201
141,925	inspect car for driver's concerns, replace cabin filter, clean oil around timing chain cover gasket		90.00	10/9 2013
141,967	check emissions with metal rod in tailpipe (reduced hydrocarbons from 249 to 48); 4 new spark plugs, air filter, sprayed evaporator core; heat control box in "in place"; checked refrigerant in air conditioning replaced weatherstrip at edge of hood under windshield with a Toyota weatherstrip		193.92	10/1 201
			23.54	10/15/13

<u>Mileage</u>	<u>Service</u>	<u>Cost and date</u>
142,362	fuel system checked for leaks, vehicle hooked up to smoke machine to check exhaust system for leaks; missing gasket on pipe going to muffler, ordered and replaced missing exhaust gasket	35.00 65.00 45.00 10/30/13
142,857	inspect for oil leak, replaced PCV valve	43.36 on 11/22/13
142,941	check after market exhaust, no leaks found; Customer should re- turn to after market shop	no charge 11/27/13
—	striker on driver's door moved so door would close better	no charge 12/23/13
—	^{private} mechanic checked to see if original OE sensors were still there; yes, they are original	no charge 12/30/13
—	private mechanic test drove and put on lift; car is "running rich"	no charge 12/20/13
—	several tests in cabin and in mechanical parts. Advised to contact Toyota of America.	no charge 1/8 - 1/30/14
—	discussion on telephone with dealership from which Echo was purchased; service manager and customer relations head	1/17, 1/18 1/22, 1/23 2014
TOTAL SINCE 6/7/2013		\$4,569.85
plus many hours		\$4,569.85

Toyota's response letter

TOYOTA

Sandee Estrada
Direct Phone (310) 468-3100
Fax (310) 381-6000

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

April 3, 2014

[REDACTED]
North Plainfield, NJ [REDACTED]

RE: Date of Incident: May 24, 2003
Vehicle: 2002 Toyota Echo
VIN: JTDDBT123020 [REDACTED]

Dear [REDACTED]

Should be 2014
Thank you for your correspondence that was received by Toyota Motor Sales, USA, Inc. on March 4, 2013 in regards to the above referenced incident.

You stated that you've experienced a burning feeling on the back of your neck, your back and the back of your legs. You have had several repairs completed on the vehicle, but none of them have resolved the issue.

Unfortunately, Toyota Motor Sales, USA, Inc. was not provided the opportunity to inspect the vehicle in an unaltered condition. Since the repairs to your vehicle were completed prior to our receiving notice of the claim, there is no way to determine if this incident is related to any type of defect.

We are sorry to hear about your experience with the vehicle and that it does not meet your expectations. However, at the time it was manufactured, the vehicle and the design both met or exceeded all Federal Motor Vehicle Safety Standards and Regulations.

We are very sorry to hear about this issue and appreciate the opportunity to address your concerns.

Sincerely,


Sandee Estrada

Legal Claims Administrator
Toyota Motor Sales, USA, Inc.

CRYSTAL
AUTO MALL

6/10/2002
220 ROUTE 22 WEST
GREEN BROOK, NJ 08812
(732) 968-1000

ODOMETER DISCLOSURE STATEMENT

Echo

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, CRYSTAL MOTORS state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 5 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING — ODOMETER DISCREPANCY.

MAKE TOYOTA

MODEL ECHO BODY TYPE 4DR SDN

VEHICLE IDENTIFICATION NUMBER JTDBT123020

YEAR 2002

TRANSFEROR'S NAME CRYSTAL MOTORS
(PRINTED NAME)

TRANSFEROR'S ADDRESS 220 ROUTE 22 WEST
(STREET)

GREEN BROOK NJ 08812
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X
(SIGNATURE)

DATE OF STATEMENT JUNE 10, 2002

TRANSFEEE'S NAME MARY JO TYSON

TRANSFEEE'S ADDRESS 270 LAWRENCE AVE
(STREET)

NORTH PLAINFIELD NJ 07063
(CITY) (STATE) (ZIP CODE)

TRANSFEEE'S NAME X
(SIGNATURE)
[REDACTED]
(PRINTED NAME)

*masking
tape to
mark papers
to send to
Toyota*

CRYSTAL
AUTO MALL

220 ROUTE 22 WEST
GREEN BROOK, NJ 08812
(732) 968-1000

ODOMETER DISCLOSURE STATEMENT

Tercel

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 93588 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING — ODOMETER DISCREPANCY.

MAKE TOYOTA

MODEL TERCEL BODY TYPE 4DR SDN

VEHICLE IDENTIFICATION NUMBER JT2EL43T5R0

YEAR 1994

TRANSFEROR'S NAME [REDACTED]
(PRINTED NAME)

TRANSFEROR'S ADDRESS [REDACTED]
(STREET)

NORTH PLAINFIELD NJ [REDACTED]
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X
(SIGNATURE)

DATE OF STATEMENT JUNE 10, 2002

TRANSFEEE'S NAME CRYSTAL MOTORS

TRANSFEEE'S ADDRESS 220 ROUTE 22 WEST
(STREET)

GREEN BROOK NJ 08812
(CITY) (STATE) (ZIP CODE)

TRANSFEEE'S NAME X
(SIGNATURE)
CRYSTAL MOTORS
(PRINTED NAME)

MAY 24, 2003

mileage 11,090



220 RTE. 22 WEST, GREEN BROOK, NJ 08812
www.crystalautomall.com
Phone (732) 968-1000

masking tape on original

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE#
[Redacted]		[Redacted]		[Redacted]
PLAIN FIELD NJ	PLAIN FIELD NJ			
ADDRESS: [Redacted]	HOME: [Redacted]			
FOR OFFICIAL USE		VEHICLE INFORMATION		
TAG: [Redacted]	ADV: 230 INVOICE: [Redacted]	VIN J10BT123020	LICENSE NUMBER: [Redacted]	
# U: 26T001 TAX RATE: YNIN	INVOICE: 05/24/2003 14:35:25	02 TOYOTA	11561	481 304 SILVER
DATE: 05/24/03	DATE: 05/24/03	STOCK#	[Redacted]	
customer states pay are below 11.9 residue needs to be put on lift		DATE INVOICE: [Redacted] SOL: 061002		
CONCERN: [Redacted]	CUSTOMER STATES: [Redacted]	OPERATION	AMOUNT	
TO CHECK	to check	OK	B .00	
CONVECTION	OK AT THIS TIME			
CONVECTION	DESP-CHD FOR LEAKS WITH CUSTOMER NONE FOUND			
FACTORY	TEL: 999 - U S I, I D			
TYPE: C		SUBTOTAL		
		TOTAL CHARGE FOR CONCERN .00		
SUMMARY OF CHARGES FOR INVOICE		PAYMENT DISTRIBUTION FOR INVOICE		
TOTAL CHARGE	.00	CASH IDE .00		
		TOTAL CHARGE .00		
LAB RATE: 35.00 * 92.25				
--- DO NOT FORG HINGES AND LATCHES !! ---				
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DEAN C THORPE				
*** WE ARE NOW OPEN 4TH TO 5TH FRI ALL YOUR SERVICE & PARTS NEEDS ***				
***** ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES *****				

JUNE 17, 2003

mileage 12,298 PAGE 1



N PLAINFIELD, NJ

ROUTE 22 TOYOTA

SERVICE
1477 NORTH BROAD ST.
HILLSIDE, NJ 07205
(973) 705-3500

SALES
109 RT. 22
HILLSIDE, NJ 07205
(973) 705-9400

SERVICE ADVISOR JENNIFER REED

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JUN03	17JUN03		JTDBT123020				17JUN03	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:18	12:53	02	TOYOTA ECHO			01JAN02	814	9934
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
12298	12298							

A CUSTOMER STATES FEET BURN FROM DRIVING VEHICLE
NPF UNABLE TO VALIDATE CUSTOMERS COMPLAINT AT THIS TIME
446 PACHECO, ALEXIS LIC#: 583630446
ISHOP (N/C)

B CUSTOMER STATES CHECK HEAT SHIELD MAKE SURE IN PLACE
NPF UNABLE TO VALIDATE CUSTOMERS COMPLAINT AT THIS TIME
446 PACHECO, ALEXIS LIC#: 583630446
ISHOP (N/C)



** PRE-INVOICE **	DESCRIPTION	TOTALS
LIMITED LABOR WARRANTY	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS,OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT →	0.00 →

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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 4,000 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 the Repair Order.
To obtain repairs under this Limited Warranty, customer must: (a) 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 this Limited Warranty, as specified above; (b) 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; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable 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, and loss of business or commercial loss.
This part 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 damage, damage to property, damages for loss of use, loss of time, loss of profits, for income, or any other incidental or consequential damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

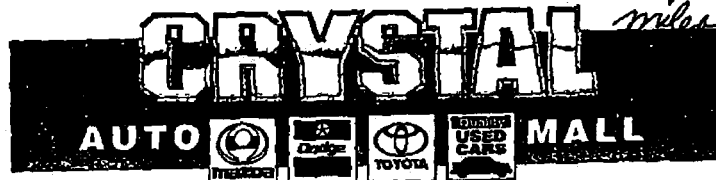
CUSTOMER SIGNATURE

THANK YOU FOR YOUR PATRONAGE!
FROM YOUR ROUTE 22 TOYOTA SERVICE DEPARTMENT
WINNER OF THE 1997, 2001 AND 2002 SERVICE EXCELLENCE AWARD!
WE WANT YOU TO BE VERY SATISFIED, IF YOU HAVE ANY QUESTIONS PLEASE CALL VINNY TAVERNITE!
PAYMENT IN CASH ONLY
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
SERVICE & PARTS & COLLISION REPAIRS

CUSTOMER COPY

AUG. 21. 2003

Mileage 14,653



220 RTE. 22 WEST, GREEN BROOK, NJ 08812

www.crystalautomall.com

Phone (732) 968-1000

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

----- INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]

[REDACTED] PLAINFIELD NJ [REDACTED] PLAINFIELD NJ
 HOME: [REDACTED] HOME: [REDACTED] WORK: [REDACTED]

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----
 TAG: [REDACTED] ADV: 227 RUCINSKI, INVOICE: PRELIM CUS C R2 VIN JTDBT123020 [REDACTED] LICENSE NUMBER: [REDACTED]
 TAX RULES: YN10N INVOICED: 08/21/2003 09:12:39 02 TOYOTA ECHO 4DR SDN SILVER
 ODOMETER IN: 14653 STOCK# [REDACTED] SOLD: 061002
 DATES BEGIN: 08/21/03 DONE: 08/21/03 DATES INSERVICE: 061002

CONCERN 24	CUST STATES HEATER CONTROL BOX DOOR DOES NOT CLOSE COMPLETELY	OPERATION	AMOUNT
CORRECTION	INSPECT BLEND DOOR OPERATION --ALL OK	INSPECTION	.00
FACTORY	TECH: 101 - ESSUE, CLIVE A.		

----- SUBTOTAL -----
 TOTAL CHARGE FOR CONCERN .00

----- GRAND TOTALS -----
 SUMMARY OF CHARGES FOR INVOICE [REDACTED]
 TOTAL CHARGE .00
 PAYMENT DISTRIBUTION FOR INVOICE [REDACTED]
 CASH DUE .00
 TOTAL CHARGE .00

LAB RATE: 35.00 - 92.25
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT RUCINSKI
 *** WE ARE NOW OPEN 4PM TO 9PM FOR ALL YOUR SERVICE & PARTS NEEDS! ***
 ***** ALL REPAIRS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES *****

AUG. 22, 2003



ROUTE 22 TOYOTA

SERVICE 1477 NORTH BROAD ST. HILLSIDE, NJ 07205 (973) 705-3500

SALES 109 RT. 22 HILLSIDE, NJ 07205 (973) 705-9400

N PLAINFIELD, NJ

milage 14,736

SERVICE ADVISOR NELSON HENDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAB NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22AUG03	22AUG03		JTDBT123020				22AUG03	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:17	11:50	02	TOYOTA ECHO		-	01JAN02	5203	5203
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14736	14736							

A CUSTOMER STATES HEAT FELT IN FOOT AREA?
 NPF UNABLE TO VALIDATE CUSTOMERS COMPLAINT AT THIS TIME
 307 FRANKLIN, TIMOTHY LIC#:
 153646307
 ISHOP

(N/C)



DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT	0.00	<p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>CUSTOMER SIGNATURE</p> <p>CUSTOMER WILL CALL FOR RECHECK OF VEHICLE</p>
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	0.00	
LESS INSURANCE	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT →	0.00 →	
<p>** PRE-INVOICE **</p> <p>LIMITED LABOR WARRANTY</p> <p>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 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes horn and adjustments, 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.</p> <p>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 the Repair Order.</p> <p>To obtain repairs under this Limited Warranty, customer must: (a) 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 this Limited Warranty, as specified above; (b) 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; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.</p> <p>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.</p> <p>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 damage, damage to property, damages for loss of use, loss of time, loss of profits, for 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.</p>		
<p>PAYMENT IN CASH ONLY</p> <p>THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.</p> <p>ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.</p> <p>SERVICE • PARTS • COLLISION REPAIRS</p>		

CUSTOMER COPY

SEPT. 4, 2003

DUPLICATE 1 PAGE 1



N PLAINFIELD, NJ

mileage 15,341

ROUTE 22 TO

SERVICE
1477 NORTH BROAD ST.
HILLSIDE, NJ 07205
(973) 705-3500

HILLSIDE, NJ 07205
(973) 705-9400

SERVICE ADVISOR NELSON HENDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
04SEP03	06SEP03		JTDBT123020				06SEP03	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY. LABEL RATE	DELIVERY DATE	PREPARED BY	SA
13:38	12:00	02	TOYOTA ECHO			10JUN02	2369	5203
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15179	15341							

A CUSTOMER STATES HEAT FELT NEAR FEET?
 NPF UNABLE TO VALIDATE CUSTOMERS COMPLAINT AT THIS TIME
 475 BARBOSA, JOSE CARLOS LIC# 475
 ISHOP (N/C)
 SUBL LOANER CAR ISHOP (N/C)



DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT	0.00	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT	0.00	
GAS,OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	0.00	
LESS INSURANCE	0.00	
SALES TAX	0.00	CUSTOMER SIGNATURE
PLEASE PAY THIS AMOUNT →	0.00 →	
ROAD TESTED VEHICLE FOR 162 MILES AS PER CUSTOMER AND FELT NORMAL HEAT VENTING THROUGH CARPETS AND FLOOR BOARD. ALL HEATER CONTROLS ARE WORKING AND NO BINDING PRESENT/		
PAYMENT IN CASH ONLY THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.		
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE. SERVICE & PARTS & COLLISION REPAIRS		

CUSTOMER COPY

Service order
(973) 705-3500

SEPT. 10, 2003

PAGE 1



N PLAINFIELD, NJ

Mileage 15,587

ROUTE 22 TOYOTA

SERVICE
1477 NORTH BROAD ST.
HILLSIDE, NJ 07205
(973) 705-3500

HILL
(973) 705-3400

SERVICE ADVISOR NELSON HENDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10SEP03	10SEP03		JTDBT123020				10SEP03	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:26	11:05	02	TOYOTA ECHO			10JUN02	5203	5203
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15587	15587							

ITEM	QUANTITY	UNIT PRICE	LABOR	TOTAL
A LUBE OIL & FILTER				
LOF LUBE OIL & FILTER				
110 PORCENA, CLAUDE LIC#: 110			12.60	12.60
CP				
1 90915-YZZA2 FILTER				
S/A, OIL		5.50	5.50	5.50
1 WASHER WASHER		2.00	0.65	0.65
4 OIL MOTOR OIL		2.50	1.05	4.20
HAZARDOUS WASTE REMOVAL				2.00

pd cash 9/10/03



**** PRE-INVOICE ****
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 4,000 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 repairs due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to 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 the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) 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 this Limited Warranty, as specified above; (b) 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; (c) authorize the Repair Facility to make the repairs required and (d) pay the charges for any additional parts required together with applicable 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 is sold "as is". The only warranties applying to this part 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 and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damage, damage to property, damages for loss of use, loss of time, loss of profits, for income, or any other incidental fortuitousness. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

DESCRIPTION	TOTALS
LABOR AMOUNT	12.60
PARTS AMOUNT	10.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	24.95
LESS INSURANCE	0.00
SALES TAX	1.19
PLEASE PAY THIS AMOUNT →	26.14 →

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

15,000 MILE SERVICE DECLINED AT THIS TIME

PAYMENT IN CASH ONLY
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

SERVICE, PARTS & COLLISION REPAIRS
CUSTOMER COPY

See invoice, next page
1/16/2006
(like a recall)

Notice from Toyota about floor of Echo



Dear Toyota ECHO Owner:

Thank you very much for your patronage of Toyota. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign Program on certain 2000 to early 2005 model year ECHO vehicles.

What is the condition?

In recent months, Toyota has received isolated reports from extreme cold climate areas that the interior floor surface (underneath the carpet) of certain 2000 to early 2005 model year ECHO vehicles may show slight traces of surface rust. This condition was found to occur in areas of considerable snow fall and extensive road salt use.

What will Toyota do?

To enhance the corrosion protection of your ECHO's floor, any Toyota dealer will remove the floor carpet to inspect the condition of the floor panel and then install a protective sheet onto the floor at **NO CHARGE** to you for a limited time period. This program will be offered until **April 30, 2008** and is only available at your local Toyota dealer.

Please note that if your vehicle shows signs of surface rust on the floor, it may be necessary for the Toyota dealer to forward your vehicle to a local bodyshop for rust removal, repainting and application of the protective sheet. This may require that the dealer set up a secondary appointment for you to return and/or that you leave your vehicle at the dealership/bodyshop for several days, depending upon the bodyshop's schedule.

What should you do?

Contact any Toyota dealer and make an appointment to install the protective sheet before **April 30, 2008**.

The actual repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. If your vehicle shows signs of surface rust, it will take several days to complete the repair.

Please remove all personal belongings from your vehicle, especially the center console area and glove compartment, as the Toyota technician will need to disassemble certain interior components of the vehicle.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have any other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment.

If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am to 3:00 pm Pacific Standard Time.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

10/4/13! 1-800 331-4331
Friday
option 3 opt: 3
chronological papers
1/13/2014 Monday see attached sheet
for case number # [redacted]

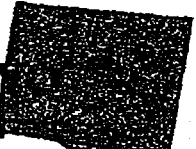


Spanish translation on reverse side
Traducción en español en el reverso

JANUARY 16, 2006

PAGE 1

Joe Amato Service mgr



NORTH PLAINFIELD, NJ

mileage 55,660

ROUTE 22 TOYOTA / ROUTE 22 SCION
SERVICE SALES
1477 NORTH BROAD ST. 108 RT. 22
HILLSIDE, NJ 07205 HILLSIDE, NJ 07205
(973) 705-3500 (973) 705-9400

SERVICE ADVISOR PAT MORSELLA

REPAIR ORDER #	DATE READY	STOCK #	VEHICLE IDENTIFICATION #	CUS #	TAG NO	T.O. NO	ISSUE REPORTED	SERVICE NO
16JAN06	16JAN06		JTDBT123020				16JAN06	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DATE	MILEAGE IN	MILEAGE OUT
09:46	14:13	02	TOYOTA ECHO			10JUN02	3540	3540
MILEAGE IN	MILEAGE OUT	CICENSE NO						
55659	55660							

A CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION
25 CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION
 2492 JOHN, LIU LIC#: 2492
 TSHOP (N/C)

B CUSTOMER REQUESTS PERFORM RECALL 50 M
 CAUSE AS PER CAMPAIGN
 4620MA 50M ECHO FLR CORROSION RPR SSC
 2492 JOHN, LIU LIC#: 2492
 WP93 (N/C)
 5 C0505-MS930-BS TEROSTAT SEALER MS-9 (N/C)
 1 04004-67152 FLOOR SILENCER KIT (N/C)
 PC: 50-M
 PART#: C0505-MS930
 COUNT: 1
 CLAIM TYPE: WP93
 AUTH CODE:

C CUSTOMER STATES VEH SOUNDS WHEN COULD
 ADJ CHECKED FOR NOISE IN ENGINE
 ? 2492 JOHN, LIU LIC#: 2492

PAYMENT IN CASH ONLY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

SERVICE * PARTS * COLLISION REPAIRS

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

LIMITED LABOR WARRANTY

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CUSTOMER SIGNATURE →

CUSTOMER COPY

Crystal Auto Mall



www.crystalautomall.com

220 ROUTE 22 WEST • GREEN BROOK, NJ 08812

(732) 968-1000

*I purchased
new gas cap.
11/21/2009*

Invoice to	Payment	Cash
CASH SALES RETAIL	Page	1
	Invoice#	
	Original Inv#	
	Invoiced	11/21/09 14:37
	POS	
	Tax#	
	Salesperson	BILLY DUHS

For Office Use	Vehicle Information
Slip/Proj: 035/933 Stn: Y41 Prt: Z38 Lines: 1	
Added: 11/21/09 14:35 26T001 80 M99	

TOY 7730008010	CAP ASSY	1	22.36	22.36	22.36	.00	134F
----------------	----------	---	-------	-------	-------	-----	------

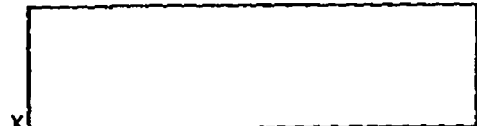
2002 Echo gas cap

*NJ Office of Attorney General, Division of Consumer Affairs:
Why did this car need a new gasoline cap after 7 years
and 5 months?*

Parts	Accessories	Misc/Deposits	Subtotal	Tax	Total Due
22.36	.00	.00	22.36	1.57	23.93

DISCLAIMER OF WARRANTIES
THIS PART(S) IS SOLD "AS IS" THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, 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 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 IN ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY," NEGLIGENCE OR OTHERWISE.

SPECIAL ORDER OR FACTORY ORDERED ITEMS NOT RETURNABLE. ELECTRICAL PARTS NOT RETURNABLE.
25% HANDLING CHARGE ON ALL MERCHANDISE RETURNED FOR CREDIT.
WE ARE NOT RESPONSIBLE FOR ANY LABOR ON PARTS NOT INSTALLED BY OUR SHOP.



**NO REFUNDS WITHOUT THIS INVOICE
NO REFUNDS AFTER 10 DAYS.**

June 7, 2013

Customer Number [REDACTED]

Invoice No. [REDACTED]



ROUTE 22 TOYOTA SERVICE
1477 NORTH BROAD ST. 109 RT. 22
HILLSIDE, NJ 07206 HILLSIDE, NJ 07206
(973) 705-3500 (973) 705-9400
www.route22toyota.com

INVOICE

Page 1 of 1

NORTH PLAINFIELD, NJ [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 451 JOSE DECASTRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020		138979 / 138979		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
10JUN02		10JUN2005	17:00 07JUN13		112.00	CASH	07JUN13
R.O. OPENED	READY	OPTIONS: CLR:29083-ENG:1NZ-FE					
12:07 07JUN13	15:16 07JUN13	June 7, 2013					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION / /
 25 CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION
 446 PACHECO, ALEXIS LIC#: 446
 ISHOP (N/C)

B CUSTOMER STATES CHECK ENGINE LIGHT IS ON ADVISE AND REPORT
 CEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON
 ADVISE AND REPORT
 446 PACHECO, ALEXIS LIC#: 446
 CP 149.95 149.95

C CUSTOMER UNDERSTANDS THERE WILL BE A MINIMUM CHARGE OF \$149.95 FOR
 DIAGNOSTIC PROCEEDURE. IF ADDITIONAL DIAGNOSTIC TIME IS
 REQUIRED CUSTOMER WILL BE NOTIFIED. AGREED TO BY SIGNATURE. / /
 NWD NO WORK DONE
 446 PACHECO, ALEXIS LIC#: 446
 ISHOP (N/C)

THANK YOU FOR YOUR PATRONAGE AND WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF YOU HAVE ANY CONCERNS PLEASE CONTACT THE SERVICE MANAGER, CARLOS MERCADO (973) 705-3500.
 THANK YOU!

PAID JUN 8 2013
 [Signature]

PAYMENT IN CASH ONLY
 THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OR BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
 SERVICE * PARTS * COLLISION REPAIRS

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for him any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 149.95
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 149.95
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 10.50
PLEASE PAY THIS AMOUNT	\$ 160.45

SERVICE INVOICE # 21 238C

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

Customer Copy

June 18, 2013



Customer Number: [REDACTED]

Invoice No: [REDACTED]

Page 1 of 1

NORTH PLAINFIELD, NJ [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED]

Cell: [REDACTED]

ROUTE 22 TOYOTA SERVICE
1477 NORTH BROAD
HILLSIDE, NJ 07206
(973) 705-3500
www.route22toyota.com

SERVICE ADVISOR: 451 JOSE DECASTRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020	[REDACTED]	139117 / 139117	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
10JUN02		10JUN2005	17:00 18JUN13		112.00	COUP	18JUN13
R.O. OPENED	READY	OPTIONS: DLR 20083 ENG 1NZ FE					
08:18 18JUN13	14:38 18JUN13	<i>June 18, 2013</i>					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON ADVISE AND REPORT N REMOVED AND REPLACED CHARCOAL CANISTER AND FUEL CAP

446 PACHECO, ALEXIS LIC# 446						137.45	137.45
CP							
1 77740-52030 CANISTER ASSY					313.30	313.30	313.30
1 77300-53010 CAP ASSY FUEL TANK					29.00	29.00	29.00

446 PACHECO, ALEXIS LIC# 446						78.34	78.34
CP							
1 90916-02711 BELT, V-RIBBED					33.36	33.36	33.36
1 90916-02500 BELT, V-RIBBED					59.46	59.46	59.46

446 PACHECO, ALEXIS LIC# 446						131.95	131.95
CP							
1 VP072-VP086 EFI-RAILKIT					58.00	58.00	58.00

446 PACHECO, ALEXIS LIC# 446						153.00	153.00
CP							
1 90311-25021 SEAL, TYPE 1 OIL					16.11	16.11	16.11

PAID

THANK YOU FOR YOUR PATRONAGE AND WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF YOU HAVE ANY CONCERNS PLEASE CONTACT THE SERVICE MANAGER CARLOS MERCADO AT (973) 705-3500. THANK YOU

PAYMENT IN CASH ONLY
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OR BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
SERVICE * PARTS * COLLISION REPAIRS

STATEMENT OF DISCLAIMER
The repair warranty constitutes all the express warranties with respect to the work performed. The Seller hereby expressly disclaims all implied warranties, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for him any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 500.74
PARTS AMOUNT	\$ 509.23
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 1009.97
LESS INSURANCE	\$ 145.82
SALES TAX	\$ 52.87
PLEASE PAY THIS AMOUNT	\$ 917.02

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Customer Copy

2

2

June 20, 2013

Customer Number [REDACTED]

Invoice No [REDACTED]



ROUTE 22 TOYOTA / ROUTE 22 SCION
SERVICE SALES
1477 NORTH BROAD ST. 109 RT. 22
HILLSIDE, NJ 07205 HILLSIDE, NJ 07205
(973) 705-3500 (973) 705-9400
www.route22toyota.com

INVOICE
DUPLICATE
Page 1 of 2

NORTH PLAINFIELD, NJ [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Call: [REDACTED]
SERVICE ADVISOR: 5958 GERARD COSTIGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	02	TOYOTA ECHO	JTDBB123020	[REDACTED]	139192 / 39192	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN02		10JUN2005	WAIT 20JUN13		112.00	COUP	20JUN13

R.O. OPENED	READY	OPTIONS, DLR 29083 ENG INZ FE
12:30 20JUN13	June 24, 2013 14:20 20JUN13	June 20, 2013 - June 24, 2013

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION / /						
	N REPLACED FRT STABILIZER LINKS						
	446 PACHECO, ALEXIS LIC# 246						
	CP					180.00	180.00
2	48819-52010 BOLT, STABILIZER				9.99	7.99	15.98
8	90948-02179 RETAINER, CUSHION				5.99	4.71	37.68
8	48817-52010 CUSHION, STABILIZER				8.99	6.57	52.56
4	94182-10800 NUT, LOCK				4.95	3.33	13.32

B**	MOUNT AND BALANCE 2 TIRES						
	TIRE2 MOUNT AND BALANCE 2 TIRES						
	446 PACHECO, ALEXIS LIC# 246						
	CP					55.00	55.00
2	TIRE-FEE TIRE TAX				1.50	1.50	3.00
2	TDF DISP.FEE/TIRE <i>Tire disposal fee "General"</i>				2.00	2.00	4.00
2	DT001-54482-GB 175/65R14 <i>General Tire (Brand)</i>				89.90	77.00	154.00

C**	PERFORM WHEEL ALIGNMENT / /						
	ALIGN PERFORM WHEEL ALIGNMENT						
	446 PACHECO, ALEXIS LIC# 246						
	CP					69.95	69.95

D**	REPLACE FRT SWAY BAR BUSHINGS						
	N REPLACED						
	446 PACHECO, ALEXIS LIC# 246						
	ISHOP						(N/C)

E**	REPLACE REAR SHOCKS						
	N REPLACED REAR SHOCKS						
	446 PACHECO, ALEXIS LIC# 246						
	CP					180.00	180.00
2	48530-59446 ABSORBER ASSY, SHOCK				89.99	79.00	158.00

F** CLEAN AND ADJUST REAR BRAKES *Continued on page 2*

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

Customer Copy

Customer Number [REDACTED]

Invoice No [REDACTED]



ROUTE 22 TOYOTA / ROUTE 22 SCION
SERVICE SALES
1477 NORTH BROAD ST. 109 RT. 22
HILLSIDE, NJ 07205 HILLSIDE, NJ 07205
(973) 705-3500 (973) 705-9400
www.route22toyota.com

INVOICE
DUPLICATE
Page 2 of 2

NORTH PLAINFIELD, NJ [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

Call: [REDACTED]
SERVICE ADVISOR: 5958 GERARD COSTIGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020 [REDACTED]		139192 / 39192	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN02		10JUN2005	WAIT 20JUN13	6/24/2013	112.00	COUP	20JUN13
R.O. OPENED	READY	OPTIONS: DLR29083 ENG:1NZ-FE		work performed on 6/24/2013			
12:30 20JUN13	14:20 20JUN13	paid June 20, 2013					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F. cont'd							
N CLEANED AND ADJUSTED REAR BRAKES							
446 PACHECO, ALEXIS LIC# 446							
CP						79.95	79.95

CREATED BY: DGA42, CREATED ON: 06-20-2013, TRANSPORT TYPE: WAITER

THANK YOU FOR YOUR PATRONAGE AND WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF YOU HAVE ANY CONCERNS PLEASE CONTACT THE SERVICE MANAGER CARLOS MERCADO AT (973) 705-3500.

THANK YOU

work performed on 6/24/2013 warranty 12 months / 12,000 miles

[REDACTED]

ALL WORK PRE PAID FOR
WORK WASNT DONE YET

PAID JUN 20 2013 [Signature]

PAYMENT IN CASH ONLY
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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 564.90
PARTS AMOUNT	\$ 438.54
GAS OIL LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC CHARGES	\$ 0.00
TOTAL CHARGES	\$ 1003.44
LESS INSURANCE	\$ 105.44
SALES TAX	\$ 54.89
PLEASE PAY THIS AMOUNT	\$ 952.89

SERVICE INVOICE #2 ELF X220C

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

Customer Copy

September 27, 2013

Repair Order #: [REDACTED]
 4:09:27PM 9/27/13
 Page 1 of 1

ADVANCED AUTO EXPERTS DBA MIDAS
 420 SOUTH AVENUE WEST
 WESTFIELD, NJ 07090
 (908)233-3939
 YOUR COMPLETE SERVICE CENTER



Customer: [REDACTED] Address: [REDACTED] City: NORTH PLAINFIELD, NJ [REDACTED] Phone 1: ([REDACTED]) Ext: [REDACTED] Phone 2: ([REDACTED]) Ext: [REDACTED]	Vehicle: 2002 TOYO ECHO License: [REDACTED] Othe: [REDACTED] VIN: [REDACTED] Unit #: [REDACTED] Engine: 4-1497 1.5L DOHC Trans: AUTOMATIC Mileage: 141500 Othe: [REDACTED]
--	--

TECH	OP	LABOR DESCRIPTION	LABOR	PARTS	SUBTOTAL
OH	Qty	Part Number Part Description Reason for Replacement	Part Price Each	Extended	
Service Requests: CHECK EXHAUST LEAK					
JASOEXH220		Catalytic converter: Install.		148.10	1117.05 1265.15
-11	1.00	ZA910 CATALYTIC CONVERTER1 OPT-CLOSE TO THE END OF ITS USEFULL LI.	1037.03	1037.03	
-11	1.00	ZA910 GASKETS	42.31	42.31	
-11	1.00	ZA910 GASKET	20.51	20.51	
-11	1.00	ZA910 CLAMP	47.20	47.20	
-54	1.00	ZD90 COUPON N REQD-NECESSARY COMPONENT	-30.00	-30.00	
EXH0		special order catalytic converter, no returns nor refunds		0.00	

\$ 1037.03 check # [REDACTED] - 9/27/13
 \$ 359.19 check # [REDACTED] - 9/30/2013
1396.22

QUESTIONS? CALL TONY AT (908)233-3939
 OR OUR MAIN OFFICE AT (908)233-4498

WORK AUTHORIZATION

I understand that this Estimate of Repairs is based upon your inspection at this time and does not cover additional parts and/or labor which may be required after the work has been started. Work or damaged parts which are not evident on first inspection may be discovered. This Estimate of Repairs cannot cover those possibilities. When additional work is necessary, my authorization will be secured prior to beginning that additional work. This Estimate of Repairs expires 15 days from date of this estimate. I understand that this shop is not responsible for unavailability of parts or delays in parts shipments beyond its control, nor for loss or damage to vehicle or the articles left in vehicle in case of fire, theft, or any other cause beyond its control.

I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas. I hereby authorize the repairs shown on this estimate to be done along with the necessary material and hereby authorize 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 granted to secure the amount of repairs thereto. I also acknowledge receipt of a copy of this work authorization and estimate of repairs. I understand that all parts shown are new unless otherwise specified. I am entitled to the return of replaced parts, excluding warranted and exchanged parts, if requested in writing before any work is performed on my vehicle. (There may be charge for product returned with a core value.)

Labor:	\$148.10
Parts:	\$1,117.05
Sublet:	\$0.00
Other Fees:	\$0.00
Supply:	\$39.73
Subtotal:	\$1,304.88
Sales Tax:	\$91.34

Total: \$1,396.22
 Paid: \$1,037.03
 Due: \$359.19

[] SAVE PARTS [] DONT SAVE PARTS

Customer Signature X _____

REPAIR ORDER ONLY
 This is Not An Invoice
 Do NOT Pay From this Document



BOSAL CATALYTIC CONVERTER WARRANTY REGISTRATION

PLEASE PRESS HARD

Owner & Vehicle Information

Client Name: [Redacted]
Address: [Redacted]
City: NORTH PLAINFIELD
State/Province: N.J.
Make: TOYOTA
Model: ECHO
Year: 2002
Engine Size: 1.5
Installation Date: 9/30/13
Mileage at Installation: 141,750
Replacement Part No: 099-143
Invoice No: [Redacted]

Installation Statement

Federal Law requires that the following statement be read and signed by the vehicle owner and a representative of the installer of the catalytic converter.
Catalytic converters are emission control devices designed to last the life of the vehicle; they do not normally need replacement.
In order to verify that necessary conditions exist, the owner of the repaired vehicle and a representative of the facility must sign the following statement.
Vehicle is over 5 years old or has traveled more than 80,000 km (50,000 miles).
Reason for replacement: Leaking.

Installer Information

ADVANCED AUTO EXPERTS OF WESTFIELD
DBA MIDAS
120 SOUTH AVE
WESTFIELD
NJ
07090

or DBA MIDAS
The vehicle's catalytic converter was missing when vehicle was brought in.
Installer representative: Tony
Vehicle owner: [Redacted]
Date: 9/30/13

CUSTOMER COPY

See above; Reason for replacement: leaking
I understand that Bosal makes the original equipment catalytic converters (and resonators?) for Toyota.
9/30/2013

Two new tires from Route 22 Toyota, Inc.

*** IMPORTANT ***

In case of a recall, we can reach you only if we have your name and address. You MUST send in this card to be on our recall list* - - - - DO IT TODAY!

OMB Control No. 2127-0050
SHADED AREAS MUST BE FILLED IN BY SELLER

CUSTOMER'S NAME (PLEASE PRINT LAST NAME FIRST)
[Redacted]

Please Print Tire Brand Sold Below
GENERAL
ALTIMAX
CIMS CIMS All Brand Form - All Rights Reserved CIMS

DATE 6/24/13

CITY NORTH PLAINFIELD
STATE NJ
ZIP CODE [Redacted]

TIRE IDENTIFICATION NUMBERS

Table with 12 columns (QTY 1-12) and 1 row of numbers: 2 6 5 E X 3 T 3 4 9 1 1

SELLER'S NAME
ROUTE 22 TOYOTA INC.
SELLER'S ADDRESS
1477 N. BROAD STREET
HILLSIDE, NJ 07206
CITY ST ZIP

*FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY!

6/24/2013

October 3, 2013

windsheild washer fluid

CUSTOMER #:



INVOICE

ROUTE 22 TOYOTA SERVICE CENTER 1477 NORTH BRIDGE HILLSIDE, NJ 07035 (973) 795-9400

PAGE 1

NORTH PLAINFIELD, NJ
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3054 ROBERT MAJKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020		141808/141809		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN02	DE	10JUN2005	17:00 03OCT13		112.00	CASH	03OCT13
R.O. OPENED	READY	OPTIONS:	DLR	ENG:	LNZ-FE		

09:49 03OCT13	15:24 03OCT13	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

A. CUSTOMER STATES REAR BRAKES HAVE ABNORMAL NOISE FROM LAST ADJUSTMENT. CHK & REPORT

SEE SEE REPAIR ORDER from June 20 - June 24, 2013

750 DEBRITO, MARCOS LIC#: 0750

ISHOP

(N/C)

B. PERFORM 5W-20 OIL AND FILTER CHANGE. TOP OFF ALL FLUIDS. SET TIRE PRESSURE, RESET MAINT LIGHT.

CAUSE: PERFORMED 5W-20 OIL CHANGE AS OUTLINED.

5W20 PERFORM 5W-20 OIL AND FILTER CHANGE. TOP OFF

ALL FLUIDS. SET TIRE PRESSURE. ~~RESET MAINT LIGHT.~~

750 DEBRITO, MARCOS LIC#: 0750

CP

1 90915-YZZF2-DS FILTER S/A, OIL	8.95	7.99	7.99
1 90430-12031 GASKET	2.69	1.00	1.00
5 OIL 5W20 MOTOROIL	5.23	2.25	11.25
1 WWSFL WASHER FLUID	3.19	1.00	1.00

C. CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION / / INSPECT FOR SAFETY. SEE BOB M

25 CUSTOMER REQUESTS PERFORM 25 POINT SAFETY

INSPECTION

750 DEBRITO, MARCOS LIC#: 0750

ISHOP

(N/C)

D. BRAKES - CLEAN & ADJUST REAR (36984069)

CLEAN & ADJUST REAR BRAKES

750 DEBRITO, MARCOS LIC#: 0750

ISHOP

(N/C)

No charge. This was done June 24, 2013.

E. BRAKE DRUM RESURFACE: (36984096) one or two brake drums? (131.95)

APPROVED BRAKE DRUM RESURFACE: (36984096)

See page 2

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:



INVOICE

ROUTE 22 TOYOTA / ROUTE 22 SCION
SERVICE SALES
1477 NORTH BROAD ST. 109 RT. 22
HILLSIDE, NJ 07206 HILLSIDE, NJ 07206
(973) 705-3500 (973) 705-9400

PAGE 2

NORTH PLAINFIELD, NJ
HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 3054 ROBERT MAJKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020		141808/141809		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
10JUN02 DD		10JUN2005	17:00 03OCT13		112.00	CASH	03OCT13
R.O. OPENED	READY	OPTIONS:	DLR	ENG:	LNZ-FE		
09:49 03OCT13	15:24 03OCT13						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

E, cont'd 750 DEBRITO, MARCOS LIC#: 0750
CP
131.95 131.95

*** TECH NOTES // EXHAUST LEAK** THANK YOU FOR YOUR PATRONAGE AND WE HOPE
PRESENT FROM FRT OF VE VEHICLE YOU HAD A PLEASANT EXPERIENCE. IF YOU HAVE
NEAR ENG/AREA//CUST ADVISED TO ANY CONCERNS PLEASE CONTACT THE SERVICE
SEEK EXH INSTALLER FOR MANAGER, ANTHONY LOPEZ AT (973) 705-3500.
ASSISTANCE WITH IMPROPER THANK YOU
INSTALL

* Technician notes: Exhaust leak present from front of vehicle near engine area. Customer advised to seek exhaust installer for assistance with improper installation.

PAID

INT
by [signature]
number dated 10/1/13
\$169.35

131.95
26.94
158.89

Question: whether one or two break drums resurfaced?

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CUSTOMER SIGNATURE

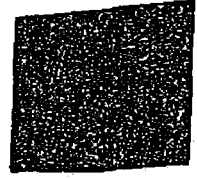
DESCRIPTION	TOTALS
LABOR AMOUNT	139.94
PARTS AMOUNT	18.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	158.89
LESS INSURANCE	0.00
SALES TAX	10.46
PLEASE PAY THIS AMOUNT	169.35

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

7 to tax on labor

Oct. 9, 2013

Hi-Tech Complete Car Service
400 Somerset Street
North Plainfield, NJ 07062
Phone: (908) 422-4992



Customer: [Redacted]
Address: [Redacted]
City, State: N. Plainfield, NJ [Redacted]
Day Phone:
Night Phone:
Fax:
Estimate Ref: [Redacted]
Date: October 09, 2013
Time: 01:04 PM

Service Writer: Luis
Service Tech: Luis.
VID: [Redacted]
Mileage: 141,925

Vehicle: 2002 Toyota Echo L4-1.5L (1NZ-FE)

Hi-Te
Hi-Tech complete car service

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Inspect The Car . Complete (Smell burning)		1	65.00	65.00
I replace The cabin filter. HEPA FILTER		1	25.00	25.00
Need, replace the Timing chain cover gasket. { have leak }				

Pay \$90.00

Labor Total	0.00
Parts Total	90.00
Sub-Total	90.00
Parts Tax 7.0%	6.30
Total	\$ 96.30

CASH - PAID

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto. I understand that the establishment has the right to charge me the diagnostic charge if I choose to have repairs done elsewhere.

Signature [Redacted]

Date: 10-09-2013
Tech: Luis

- He showed me how hot the catalytic converter and new resonator get _____ °F. I touched the resonator and my finger burned! He said the catalytic converter gets even hotter!
- Louis 8-6 P.M. Mon - Sat.
- need to remove plastic coating from new catalytic converter and resonator. Plastic sticks to the hot converter + resonator
- He showed me leak of oil around the timing (not belt) chain cover. He said the cover needs a new gasket. This is on the

10/11/2013



358 Somerset Street
North Plainfield, NJ 07060
(908) 754-7738
Fax (908) 754-0099



Name _____
Address _____ 10/11/2013
Phone No. 141, 967 Date 10/11/13
Odometer Reading 141967 Serial No. _____

MAKE AND MODEL Echo LICENSE NO. AND STATE [REDACTED] MOTOR NO. 61C41.

OPERATION NUMBER _____ INSTRUCTIONS _____ AMOUNT _____

LUBRI-CATE CHANGE OIL FLUSH TRANS. FLUSH DIFF. WASH POLISH

Check Emissions
+ install new SPARK
Plugs + Air Filter
GRAY EVAPORATOR
Oil - Labor 94 -

check emissions with metal rod
in the tailpipe. Went from 248 hydrocarbons
to 48 hydrocarbons after 4 new spark plugs.
Install new spark plugs and air
filter. Sprayed the evaporator core (which
is behind the filter)
and heat control box.
The heat control just down
was in place.

ACCESSORIES	AMOUNT	TOTAL LABOR
		94 -
		Total Parts 86 30
		Environmental Charges
		Gas, Oil, Grease
		Accessories
		Tires, Tubes
		Outside Work
Total Accessories		

MATERIAL ADDITIONAL

REPAIR ORDER

71

QDAM	PART NO.	NAME OF PART	SALES AMOUNT
4		Spark Plugs	40 -
1		AIR FILTER	26 30
1		EVAPORATOR spray	20 -
		evaporator spray kills mold which may have accumulated from air conditioner	
		(no loss: 38)	
		A/conditioning tested OK	
		H/C test pressure OK	
		emissions test:	
		before 248 H/C hydrocarbons	
		spark → 48 H/C	
		plugs → 48 H/C	
		after new spark plugs	
		Supposed to be under 100.	
		TOTAL PARTS	86 30
		Gals. Gas @	
		Qts. Oil @	
		Lbs. Grease @	
		Total Gas-Oil-Grease	

THIS IS YOUR INVOICE

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by Scott Tagman Date Promised Friday
Delivered to _____ Date Delivered 10/11/2013

TOTAL	180 30
TAX	12 62
TOTAL AMOUNT	192 92

11 am to about 12:45 pm

ARC-955-3 PRINTED IN U.S.A.



358 Somerset Street
North Plainfield, NJ 07060
(908) 754-7738

10/15/2013

10/15/13

Date

To

Address

City mileage 141,

weatherstrip for hood

1 weatherstrip - Hood . 22 -

(Toyota part) 117 154

2754

23.54

PD
CH

10/15/2013 Tues. Scott said the
only dips test he knows of are for
1) air conditioning leaks (but mine tested
at 28" + has no leak) 2) oil leaks
(transmission and/or fuel). He
said he saw no ^{oil} drips, so I have none.

Invoice Ref No.

New Market Auto Service

* We Do All Major Repairs, Domestic & Foreign * ASE Certified
424 New Market Road Piscataway, NJ 08854
732-968-3533

Page: 1
Date: 10/30/2013

Name: [Redacted] Year: 2002 Account # [Redacted] *my check number* Tech: [Redacted]
 NO. PLAINFIELD NJ [Redacted] Make: TOYOTA PO # [Redacted] Mileage: 142362
 Model: ECHO Payment Type: ~~Cash~~ [Redacted] Plate: [Redacted]

Qty	Part #	Description	Price	Extend	Labor Description	Amount
-----	--------	-------------	-------	--------	-------------------	--------

					Car's fuel system checked for leaks. <i>no problems</i>	35.00
--	--	--	--	--	--	-------

Al said he hooked up a machine to a hose I think and the machine puts pressure into the fuel system. If there is a fuel leak somewhere in the system it will show on the gauge (in numbers, I think).

*37.45
+ 138.03

175.48*

*11/21/2013 Thursday.
John said to check gas cap.
Can't take it until Monday. If you can call tomorrow.*

You have a right to an estimate if the cost of repairs will be more than \$ 25.00 Initial your choice below:

ORAL ESTIMATE	WRITTEN ESTIMATE	NO ESTIMATE	ADDITIONAL REPAIRS Time Called _____ Amount _____
---------------	------------------	-------------	---

Parts	Labor	Accessories	Shop Supplies	Subtotal	Tax	Total
0.00	35.00	0.00	0.00	35.00	2.45	37.45

I hereby authorize the above repair work to be done along with necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repair to same.

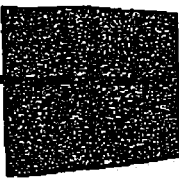
Signed [Signature]

Invoice
Ref No.



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Page: 1
Date: 10/30/2013



Name: [Redacted] Year: 2002 Account # [Redacted]
NO. PLAINFIELD NJ [Redacted] Make: TOYOTA PO # [Redacted] Tech: [Redacted]
[Redacted] Model: ECHO Payment Type: *check no* [Redacted] Mileage: 142362
[Redacted] Plate: [Redacted]

Qty	Part #	Description	Price	Extend	Labor Description	Amount
1.0	256-1004	GASKET	14.00	14.00	Car hooked up to smoke machine to check exhaust system for leaks. Found <u>no exhaust gasket on pipe going to muffler.</u>	65.00
					Remove all necessary parts in order to replace missing exhaust gasket.	45.00

Al said there was alot of smoke coming out the place where the gasket was missing. He took it apart and they ordered the gasket and installed the gasket. Then Al put the smoke in again and also stopped-up the tail pipe with a rag and the spot did not leak anymore.

*before the smoke test:
Al drove it and he thought it sounded loud. I also thought it sounded loud when the muffler was installed on 8/19/13. Al drove my car before the smoke test.*

Al said the smoke was "pouring out" when he did the test "Oh yeah, you could see it" he said.

Jeann said to go to a detail shop and have them clean the carpet and seats. Tell them not to clean the outside - that's not a concern right now.

You have a right to an estimate if the cost of repairs will be more than \$ 25.00 Initial your choice below:

ORAL ESTIMATE	WRITTEN ESTIMATE	NO ESTIMATE	ADDITIONAL REPAIRS Time Called _____ Amount _____
---------------	------------------	-------------	---

Parts	Labor	Accessories	Shop Supplies	Subtotal	Tax	Total
14.00	110.00	0.00	5.00	129.00	9.03	138.03

I hereby authorize the above repair work to be done along with necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repair to same.

Signed [Signature] [Redacted]

Bob Nov. 22, 2013

CUSTOMER #:



INVOICE

ROUTE 22 TOYOTA SERVICE
1477 NORTH BROAD ST
HILLSIDE, NJ 07205
(973) 705-3500

PAGE 1

M/Tues
Thurs

NORTH PLAINFIELD, NJ
HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 3054 ROBERT MAJKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	02	TOYOTA ECHO	JTDBT123020		142857/142859		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN02 DE		10JUN2005	17:00 22NOV13		112.00	CASH	22NOV13
H.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
14:31 22NOV13	15:46 22NOV13			1NZ-FE			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER REQUESTS PERFORM 25 POINT SAFETY INSPECTION X REMOVE PASS							
X FRT TIRE ... INSPECT FOR OIL LEAK / REPORT TO BOB M WHILE ON							
LIFT//CUST REQUEST TO SEE LEAK							
25 CUSTOMER REQUESTS PERFORM 25 POINT SAFETY							
INSPECTION							

4046 ISMAIL, LANE LIC#: 4046
ISHOP (N/C)

B	SAFETY INSPECTION						
SAFETY SAFETY INSPECTION							
4046 ISMAIL, LANE LIC#: 4046							
ISHOP (N/C)							

Bob and I also looked. However, the front passenger tire/wheel was not to inspect.

C	EST PCV VALVE REPLACEMENT						
PCV REPLACE PCV VALVE							
4046 ISMAIL, LANE LIC#: 4046							
CP							
1	12204-21011	VALVE SUB-ASSY, VENT			16.29	11.25	11.25

Replaced Positive Crankcase Ventilation valve

7	CUSTOMER PAY	SHOP CHARGE FOR REPAIR ORDER					1.00
---	--------------	------------------------------	--	--	--	--	------

THANK YOU FOR YOUR PATRONAGE AND WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF YOU HAVE ANY CONCERNS PLEASE CONTACT THE SERVICE MANAGER, ANTHONY LOPEZ AT (973) 705-3500. THANK YOU

PAID WITH CHECK # [redacted]
DATE [redacted]
CASHIER MF

<p>PAYMENT IN CASH ONLY</p> <p>THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES, TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.</p> <p>ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.</p> <p>SERVICE * PARTS * COLLISION REPAIRS</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	28.67
		PARTS AMOUNT	11.25
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.00
		TOTAL CHARGES	40.92
		LESS INSURANCE	0.00
		SALES TAX	2.44
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	43.36

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

The mechanics who said my 2002 Echo
Toyota was "burning rich" - too much
fuel burning in the exhaust system -
were at

meineke
car care center
12/20/2013
(973) 989-0322
Brakes • Exhaust
Shocks • Struts
Tires

Certified Emission Repair Facility
Since 1984
Frustrated

Dover Auto Center
(973) 989-2555
General Repairs
Tune-ups • Transmission
Suspension • Alignment

SAM **MOSTAFA**
235 Route 46 West Dover, NJ 07801

This was on December 20, 2013.

Excessive burning sensation
when I drive my 2002 Echo Toyota

Sat: 12/21/2013
No Pfd License

MCS Chemical sensitivity

Ok not sure where everyone gets their info but running with an ^{oxygen} O2 sensor either out of spec or not working at all is not good for any length of time... Reason... This is what tells the ECU how to trim the fuel system which directly affects the catalytic converter which is big bucks if left unattended... Also with OBDII you cannot just disconnect the battery and reset the ECU it has to be done via the scanner...

Also dont go with the "generic" ^{oxygen} O2 sensor (cutting wires and such) some of these have specific values and ranges of operation that work with the ECU... Toyota's tend to be alot more sensitive to this and some just wont work with anything but the OEM sensor... So you end up spending the money and effort on a cheapy fix and thats what you get... Buy the OEM version and in most cases you can change it yourself... Some do require a special socket if they are in a hard to get area while others are in plain view... But along with this you normaly have an upstream and a down stream O2 sensor... (V8's will have 4 while 4 cylinders have 2 NORMALLY...!) Just depends on the system...

Not " !@#" you either I do this for a living (25+ year) so kinda have to be right...

Maybe my cars are just special, but all the cars I have owned I was able to reset the ECU by disconnecting the battery. Down side to that is I lose any type of settings stored in memory along with it.

It would take a very long time for the lack of an O2 sensor to cause problems with the Catalytic converter. Any modern ECU will simply default to a "standard" fuel map when the O2 sensor readings are out of spec.

You'd need to drive for several years without an O2 sensor before you caused problems with the catalytic converter. In fact, the performance chip in my '951 completely disregards the signal from the O2 sensor and, shockingly enough, the car not only passes emissions with flying colors, but it also has managed to keep the catalytic converter healthy for the last 50,000 miles. (Original catalytic converter, the chips have been in the car at least 50,000 miles, car has 160,000+ miles on it right now.)

To the OP:

- Fix the O2 sensor. It's pretty much guaranteed to be the problem and there's no reason not to fix it if you can afford it. Your father's worries really are unfounded.

at least with VW/audis (my brother is practically an audi mechanic with all the work he's done on his A4), a CEL means there *may* be a problem. if the fault code doesn't clear after a set amount of time, then there *is* a problem. but in my case, the fault code was cleared by the ECU because the O2 sensor stopped sending the fault code.

... Without knowing the exact code it could either be the heater circuit of one of the O2 sensors or the value side of it... (I drive a vw passat, fwiw... ~~does China have a price on rice again?~~)

... If its the downstream O2 sensor then the ECU will not know what the ^{catalytic converter} cat is doing and can and will richen the mixture to the point of the cat melting... As for a default fuel map it will handle things to some degree, but if the driver has a rather heavy foot then the ECU will demand to richen the mixture hence a cat meltdown also... In addition stop and go traffic will speed up this process...

Just think of it this way with the crappy fuel we have and the crazy emissions standards its a wonder any of this stuff works any length of time... But also that O2 sensor is there for a reason and its not to just plug a hole in the exhaust... It tells the ECU whats going on with the fuel that just went through the engine and remember too much or too little fuel will cause expensive repairs...

*

too → too →

██████████
NORTH PLAINFIELD, NJ
DATE June 7, 2013
PAY TO THE ORDER OF North Plainfield Township \$ 160.45
One hundred sixty and 45/100
UNIFYO

6/11/2013

\$160.45

June 7, 2013

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE June 18, 2013
 PAY TO *Carroll's Wheelchair Repair* \$ 917.02
Nine hundred seventeen and 00/100
 UNITY

June 18, 2013

6/20/2013 \$917.02

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE June 20, 2013
 PAY TO *Carroll's Wheelchair Repair* \$ 952.89
Nine hundred fifty-two and 89/100
 UNITY

June 20, 2013

6/24/2013 \$952.89

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE August 20, 2013
 PAY TO *Thrift Way Auto Center* \$ 297.00
Two hundred ninety-seven and 00/100
 UNITY

August 20, 2013

8/26/2013 \$297.00

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE Sept 4, 2013
 PAY TO *Micronite of North Plainfield* \$ 32.10
Thirty-two and 10/100
 UNITY

September 4, 2013

9/10/2013 \$32.10

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE Sept 27, 2013
 PAY TO *Admiral Auto Experts, D&K, Midway* \$ 1,037.03
One thousand thirty-seven and 03/100
 UNITY

September 27, 2013

9/30/2013 \$1,037.03

NORTH PLAINFIELD, NJ [redacted] [redacted]
 DATE Sept 30, 2013
 PAY TO *Admiral Auto Experts, D&K, Midway* \$ 359.19
Three hundred and fifty-nine and 19/100
 UNITY

September 30, 2013

10/1/2013 \$359.19

October 11, 2013

NORTH PLAINFIELD, NJ
 DATE Oct 11, 2013
 PAY TO Business Services Center \$ 192.92
 FOR DEPOSIT ONLY
 UNITY

10/15/2013 \$192.92

October 3, 2013

NORTH PLAINFIELD, NJ
 DATE Oct 3, 2013
 PAY TO Reston 22 Toyota \$ 169.35
 FOR DEPOSIT ONLY
 UNITY

10/7/2013 \$169.35

NORTH PLAINFIELD, NJ
 DATE Oct 15, 2013
 PAY TO Business Services Center \$ 23.54
 FOR DEPOSIT ONLY
 UNITY

10/16/2013 \$23.54

October 15, 2013

NORTH PLAINFIELD, NJ
 DATE Oct 30, 2013
 PAY TO New Market Auto Service \$ 175.48
 FOR DEPOSIT ONLY
 UNITY

10/31/2013 \$175.48

October 30, 2013

NORTH PLAINFIELD, NJ
 DATE Nov 22, 2013
 PAY TO Reston 22 Toyota \$ 43.36
 FOR DEPOSIT ONLY
 UNITY

11/26/2013 \$43.36

November 22, 2013



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Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101*

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Division of Consumer Affairs
Consumer Service Center
P.O. Box 45025
Newark, NJ 07101

NATL Highway TRAFFIC SAFETY ADM.
US DEPT OF TRANSPORTATION
OFFICE OF DEFECT INVESTIGATION (NVS-210)
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590