

Administrator  
 National Highway Traffic Safety Administration  
 1200 New Jersey Avenue SE  
 Washington, DC 20590

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

December 11, 2015

Re: Campaign ID # 14V-755

DEC 21 2015

Dear Sir/Madam:

I have enclosed documentation regarding GM safety recall # 14291. I submitted attached documentation to: Reimbursement Dept., B.O. Box 33170, Detroit, Mi 48232-5170, on May 8, 2015. I followed up several times in June 2015 by calling Buick Customer Assistance @ (1)(800) 521-7300. Some operators told me they didn't see any record of my paperwork. One operator gave me a case # of [REDACTED]. Two operators told me my car would be repaired once GM figured out how to fix it - I told these operators I traded in my Buick in February 2015 for a Chevy Cruze LT! They didn't know what to tell me. I asked for a Supervisor and was told to call back in 2 weeks. Please review this situation, intercede on my behalf, and obtain my reimbursement.

Thank you in advance!

Sincerely,

[REDACTED]

Rockville Centre, NY

[REDACTED]

ET

12/21/15  
 SMD



Buick  
P.O. Box 909989  
Milwaukee, WI 53209-9989

## IMPORTANT SAFETY RECALL



14291 2G4WC582181 11 0003623

ROCKVILLE CENTRE, NY



January 2015

This notice applies to your vehicle, VIN: 2G4WC582181

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008 model year Buick LaCrosse vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### IMPORTANT

- Your vehicle is involved in GM safety recall 14291.
- If your vehicle has a condition indicating the headlamp driver module (HDM) is not functioning properly, schedule an appointment with your Buick dealer. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

The headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center. If the HDM is not operating correctly, the low-beam headlamps and daytime running lamps could fail to illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps. Loss of low-beam headlamps, when they are required, could reduce the driver's visibility, increasing the risk of a crash.

#### What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE. The permanent service repair is currently under development. When parts are available, we will send you another letter asking you to take your vehicle to your Buick dealer to have your vehicle serviced. You can also check the status of this recall at [www.recalls.gm.com](http://www.recalls.gm.com).

GM

**What should  
you do?**

If your vehicle has a condition indicating the HDM module is not functioning properly, schedule an appointment with your Buick dealer to perform the repair. Do not operate your vehicle at night without functioning low-beam headlamps. If your vehicle suddenly loses low-beam headlamps while you are operating the vehicle at night, turn on the vehicle's high-beam headlamps as necessary to safety drive the vehicle to the nearest location at which you can safely park and exit the vehicle, then arrange for the vehicle to either be towed to a Buick dealership or driven to a Buick dealership during daytime hours. Your dealer will install the current HDM service part to correct the condition. This is not a permanent repair. When the revised service part is available, you will receive a second letter advising you to return your vehicle to the dealer for the permanent correction.

**Did you already  
pay for this  
repair?**

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs once the revised service part is available. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2016, unless state law specifies a longer reimbursement period.

**Do you have  
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Buick Customer Assistance Center at 1.800.521.7300 (TTY 1.800.832.8425).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V-755.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #14291



**General Motors Product Field Action  
Customer Reimbursement Request Form**

14291

*G.M. Safety Recall 14291*

*PAGE 1 of 2*

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: Rockville Centre State: NY Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: REIMBURSEMENT DEPARTMENT 5/8/15

Vehicle Identification Number of Involved Vehicle: 2G4WC582181 \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: SEE ATTACHED Date of Repair: SEE ATTACHED

Amount of Reimbursement Requested: \$ SEE ATTACHED

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.  
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Please provide this request form and the required documents to your General Motors dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files



Vehicle Identification # 2G4WC582181

I have included ALL Receipts I have, no charge Repairs as well as Repairs I've paid for, to show how many times my car was repaired. Since I am a AAA member, towing wasn't an added expense.

During this repair process, I was able to have a relative check with his friends at a dealership, in another state, to see if there were internal General Motors bulletins about electrical problems. I was assured there were none. Now, it's out in the open.

Therefore, I request that you reimburse me immediately for all the repairs.

| Mileage at Time of Repair | Date of Repair | Reimbursement Requested      |
|---------------------------|----------------|------------------------------|
| 1568                      | JUNE 26, 2009  | 0                            |
| 12790                     | JAN. 6, 2011   | 0                            |
| 23,692                    | OCT. 18, 2012  | \$ 203 <sup>07</sup>         |
| 27,719                    | MAY 13, 2013   | \$ 1568 <sup>22</sup>        |
| 33,942                    | MAY 27, 2014   | \$ 430 <sup>10</sup>         |
|                           |                | <u>\$ 2201 <sup>39</sup></u> |

Sincerely,

CUSTOMER #:



BUICK

Van Buren

BUICK PONTIAC GMC

\*INVOICE\*



PONTIAC

GMC

2257 Jericho Turnpike  
GARDEN CITY PARK, NY 11040  
(516) 741-5060 Fax: (516) 741-5099  
(800) 246-9310  
www.vanburenauto.com

ROCKVILLE CENTRE, NY  
HOME: CONT:N/A  
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 47 COLLEEN MCCUE

| COLOR      | YEAR       | MAKE/MODEL  | VIN           | LICENSE | MILEAGE IN / OUT | TAG       |
|------------|------------|-------------|---------------|---------|------------------|-----------|
| 40U/WHITE  | 08         | BUICK LACRO | 2G4WC582181   |         | 1568/1569        |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.  | PROMISED      | PO NO.  | PAYMENT          | INV. DATE |
| 08MAY09 DD |            |             | 16:30 26JUN09 |         | CASH             | 26JUN09   |

| R.O. OPENED   | READY         | OPTIONS:                                                              |
|---------------|---------------|-----------------------------------------------------------------------|
| 09:08 26JUN09 | 12:19 26JUN09 | STK: ENG:L26/3.8L V6 SFI<br>TRN:MX0/ELECTRONIC_4-SPEED_AUTOMATIC_W/OD |

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

A SERVIE ENGINE LIGHT ON DASH

EM ENGINE MECHANICAL

67 WB94

1 15319851 RELAY

(N/C)

(N/C)

1568 P0411 A.I.R SYSTEM PERFORMED DIAG AS PER DOC# FOUND THE  
A.I.R. PUMP RELAY TO BE FAULTY REPLACED RELAY CLEARED COMPUTER MEMORY

\*\*\*\*\*



BUICK

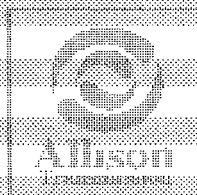


PONTIAC

GMC



TRUCKS



CATERPILLAR

DETROIT  
DIESEL

TRUCKS

DEALER 34-341 14-119 06-273  
N.Y.S. REG. REPAIR SHOP NO. R1300537

I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE  
DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU  
ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF  
FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR  
ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN  
PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY  
GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE  
VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE  
FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS  
MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO  
SECURE THE AMOUNT OF REPAIRS THERETO.

X

CUSTOMER SIGNATURE

LIMITED EXPRESS WARRANTY

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER  
HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| 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   |

CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



BUICK KIA SAAB VOLVO

372-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 763-8425  
FAX (516) 764-7026

ROCKVILLE CENTRE, NY [REDACTED]

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 425 HAROLD BRUST

|             |           |                |                |                   |                 |            |
|-------------|-----------|----------------|----------------|-------------------|-----------------|------------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN            | LICENSE           | MILEAGE IN/ OUT | TAG        |
| WT          | 08        | BUICK LACROSSE | 2G4WC582181    | [REDACTED]        | 12790/12796     | [REDACTED] |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED       | PO NO             | RATE            | PAYMENT    |
| 07MAY09 DD  |           |                | 17:30 07JAN11  |                   | VARYS           | CASH       |
| R.O. OPENED | READY     | OPTIONS:       | DLR [REDACTED] | ENG:3.8_Liter_SFI |                 |            |
| 06JAN11     | 07JAN11   |                |                |                   |                 |            |

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

A C/S THE CHECK ENGINE LIGHT IS ON WITH NO CHANGE IN PERFORMANCE.

CUSTOMER HAS BEEN ADVISED THAT 1999 AND NEWER VEHICLE REQUIRE A  
MINIMUM OF 1.5 HOURS DIAGNOSTIC TIME. CUSTOMER HAS BEEN  
INFORMED NOT TO WAIT FOR THE VEHICLE.

CAUSE: .

J4436 KNOCK SENSOR REPLACEMENT BANK 2

429 WB94

1 12591625 2383 SENSOR

(N/C)

1 12346290 8800 COOLANT

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

12796 C/S CHECK ENGINE LIGHT IS ON, VERIFIED RETRIEVED CODE P0332  
KNOCK SENSOR 2 CIRCUIT FAULTY, PER GM DIAGNOSTIC CHART INSPECT ALL  
WIRING AND CONNECTIONS OHM OUT SENSOR, NOT WITHIN SPEC, REPLACED KNOCK  
SENSOR CLEARED CODE ROADTEST OK.

\*\*\*\*\*

REPLACED KNOCK SENSOR

## DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE  
BY THE MANUFACTURER. THE SELLER, KARP AUTOMOTIVE, INC.  
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS  
OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF  
MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND  
KARP AUTOMOTIVE, INC. NEITHER ASSUMES NOR AUTHORIZES ANY  
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF SAID PRODUCTS.I HEREBY AUTHORIZE THE ABOVE REPAIR WORK HEREIN SET FORTH TO BE  
DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE  
NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS  
SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU  
AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN  
SET FORTH ON STREETS HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF  
TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY  
ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS  
THERETO.CUSTOMER  
AUTHORIZATION XKARP AUTOMOTIVE, INC. IS NOT RESPONSIBLE  
FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT  
IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER  
CAUSE BEYOND OUR CONTROL.  
YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS  
AFTER NOTIFICATION OR A \$35.00 PER DAY STORAGE  
FEE WILL BE IMPOSED.ALL PARTS ARE NEW  
UNLESS DESIGNATED OTHERWISE.DEALER REG. # R 7083219  
R 7083221

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| 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 INS / DISCOUNT       | 0.00   |
| SALES TAX                 | 0.00   |
| PLEASE PAY<br>THIS AMOUNT | 0.00   |

Thank You!  
CUSTOMER COPY



# Mobil

CUSTOMER COPY

## Anton's Car Care Center, Ltd.

345 SUNRISE HWY.  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 678-2064 or 2164  
NYS REG# 1302700

### INVOICE



Date: 10/18/12  
Job number: [REDACTED]  
License plate: [REDACTED]  
Year/Make: '08 BUICK  
Model: LACROSSE  
Mileage: In: 23,692 Out: 23,692  
Technician: KENNY POP

[REDACTED]  
[REDACTED]  
ROCKVILLE CENTRE, NEW YORK [REDACTED]

H

B [REDACTED]

#### WORK PERFORMED (Labor @ 103.95)

|                                     |        |
|-------------------------------------|--------|
| LABOR TO REMOVE FRT BUMPER COVER TO | 125.00 |
| TRACE OUT SHORT TO HEADLIGHT        |        |
| CIRCUIT AND REPLACE HEADLIGHT HDM   |        |
| RELAY                               |        |

#### PARTS

|                 |       |
|-----------------|-------|
| 1 SIRY560 RELAY | 61.95 |
|-----------------|-------|

#### TOTAL COSTS

|                    |        |
|--------------------|--------|
| Labor              | 125.00 |
| Parts              | 61.95  |
| -----              |        |
| Subtotal           | 186.95 |
| Sales tax (8.625%) | 16.12  |
| -----              |        |
| Invoice total      | 203.07 |
| Amount due         | 203.07 |

CUSTOMER SIGNATURE **X**Payment: ☐ Cash, ☐ Credit Card, ☐ Check #

PAYMENT RECEIVED BY ( ) \*\*\*UNLESS STATED OTHERWISE\*\*\*

ALL LABOR IS GUARANTEED FOR THE LIFE OF THE PART INSTALLED. ALL PARTS ARE  
GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHERE MANUFACTURERS WARRANTY APPLIES  
ANY USED PART CARRIES A 30 DAY WARRANTY PARTS & LABOR

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE  
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU  
AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

ANTONS CAR CARE CENTER  
345 SUNRISE HIGHWAY  
ROCKVILLE CTR, NY 11570

TERMINAL I.D.: 067600

MERCHANT #: 27460003700702

[REDACTED]

SALE

BATCH: [REDACTED]

DATE: OCT 18, 12

RRN: [REDACTED]

INVOICE: [REDACTED]

TIME: 17:44

AUTH NO: 07555A

TOTAL \$203.07

[REDACTED]

CUSTOMER COPY



BUICK KIA SAAB VOLVO  
372-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 763-8425 - FAX (516) 764-7026  
www.karpauto.com

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 9:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
DEALER REG# R 7083219  
R 7083221

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 5/24/13                       |                 |
| R/O Close Date                | Status          |
| 6/03/13                       | Pre-Invoice     |
| Mileage In                    | Mileage Out     |
| 27719                         | 27720           |
| Service Advisor / Tag #       |                 |
| Matthew Weston/3491           |                 |
| Vehicle Identification Number |                 |
| 2G4WC582181                   |                 |
| Delivery Date                 | In-Service Date |
| 5/07/09                       |                 |
| Color                         | License Number  |
| WT                            |                 |

|                      |       |            |      |                               |                |
|----------------------|-------|------------|------|-------------------------------|----------------|
| [REDACTED]           |       | Work Phone |      | Vehicle Identification Number |                |
| ROCKVILLE CENTRE, NY |       | Home Phone |      | 2G4WC582181                   |                |
| Year                 | Make  | Model      | Body | Color                         | License Number |
| 2008                 | BUICK | LACROSSE   |      | WT                            |                |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | AMOUNT                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Cell: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                      |
| #1 - 300: ELECTRICAL FAULT TRACING PROCEDURE<br>CUSTOMER STATES CAR WILL NOT START - CUSTOMER NOTICED THAT LEADING UP TO THIS THE NO START CONDITION THE HEADLIGHTS STOPPED WORK - CUSTOMER BELIEVES ISSUE IS ELECTRICAL - CUSTOMER CHECK FUSE BLOCK UNDER HOOD AND NOTICED BLOCK BURNT<br>Work performed by RAY MOY (466)<br>Installed 25918681 :SL-N-BLOCK (02483-B) 1@381.25<br>Installed 88988776 :SL-N-CONNECTOR (02483-BPC88988) 1@5.91<br>Installed BFREIGHT :CHARGE 1@37.43<br>Installed 15319895 :SL-N-CONNECTOR (02530-BPC15319) 1@23.47<br>Installed 19168446 :SL-N-SPLICE (08965-BOPCKT) 2@14.12<br>VEH NO CRANK OR START R/R UNDER HOOD FUSE BLOCK, R/R X2 CONNECTOR, R/R 8 BURNT TERMINALS, RETEST VEH NO START TRACE HARNESS, R/R AND UNTAPE ENG HARNESS. REPLACE 3-4 FT OF BURNT WIRE TO FUSE BLOCK CIRCUIT 451 BLK/WHT INSTALL NEW TERMINAL<br>Sub Total: 1675.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1198.70<br>381.25<br>5.91<br>37.43<br>23.47<br>28.24 |
| #2 * DETAIL: PERFORM DETAIL<br>PROVIDE CUSTOMER WITH COMPLIMENTARY DETAIL SERVICE<br>Sub Total: .00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                      |
| Volvo Discount                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | -251.25                                              |
| Please Note: MATT SPOKE TO [REDACTED] ON 5/24 - [REDACTED] APPROVED THE REPLACEMENT OF ENGINE WIRING HARNESS AND FUSE BOX - PHONE AUTH - \$1930 TAX - MW //                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      |
| DISCLAIMER OF WARRANTIES<br>ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP AUTOMOTIVE, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP AUTOMOTIVE, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.<br>I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.<br>KARP AUTOMOTIVE, INC. IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.<br>YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER DAY STORAGE FEE WILL BE IMPOSED.<br>ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.<br>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. |                                                      |
| LABOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |
| DEDUCTIBLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                      |
| SUBLET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                      |
| SHOP SUPPLIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                      |
| HAZARDOUS MATERIALS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                      |
| SALES TAX OR TAX I.D.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |
| SPECIAL ORDER DEPOSIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      |
| DISCOUNTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                      |
| TOTAL DUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                      |

X



BUICK KIA SAAB VOLVO  
372-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 763-8425 - FAX (516) 764-7026  
www.karpauto.com

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 9:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
DEALER REG# R 7083219  
R 7083221

|                               |                 |          |      |       |                |
|-------------------------------|-----------------|----------|------|-------|----------------|
| R/O Open Date                 | R/O Number      |          |      |       |                |
| 5/24/13                       |                 |          |      |       |                |
| R/O Close Date                | Status          |          |      |       |                |
| 6/03/13                       | Pre-Invoice     |          |      |       |                |
| Mileage In                    | Mileage Out     |          |      |       |                |
| 27719                         | 27720           |          |      |       |                |
| Service Advisor / Tag #       |                 |          |      |       |                |
| Matthew Weston/3491           |                 |          |      |       |                |
| Vehicle Identification Number |                 |          |      |       |                |
| 2G4WC582181                   |                 |          |      |       |                |
| Delivery Date                 | In-Service Date |          |      |       |                |
| 5/07/09                       |                 |          |      |       |                |
| Year                          | Make            | Model    | Body | Color | License Number |
| 2008                          | BUICK           | LACROSSE |      | WT    |                |

|                      |  |            |  |
|----------------------|--|------------|--|
| ROCKVILLE CENTRE, NY |  | Work Phone |  |
|                      |  | Home Phone |  |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | AMOUNT |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| Cell: [REDACTED]<br><br>MATT SPOKE TO [REDACTED] ON 5/24 - [REDACTED] AP<br>PRIORIED THE REPLACEMENT OF ENGINE WIRING HARNESS A<br>ND FUSE BOX - PHONE AUTH - \$1930 TAX - MW //<br>REAPLCED FUSE BOX, CONNECTOR AND REPLACED TERMINAL<br>S - MW // CUSTOMER HAS 15% OFF COUPON // VG<br>MATT SPOKE TO [REDACTED] ON 5/24 - [REDACTED] AP<br>PRIORIED THE REPLACEMENT OF ENGINE WIRING HARNESS A<br>ND FUSE BOX - PHONE AUTH - \$1930 TAX - MW //<br>REAPLCED FUSE BOX, CONNECTOR AND REPLACED TERMINAL<br>S - MW // |        |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------|-------|--------|------------|-----|--------|-----|---------------|-----|---------------------|-----|-----------------------|--------|-----------------------|-----|-----------|---------|-----------|---------|
| <b>DISCLAIMER OF WARRANTIES</b><br>ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE<br>MANUFACTURER. THE SELLER, KARP AUTOMOTIVE, INC. HEREBY EXPRESSLY DISCLAIMS<br>ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF<br>MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP AUTOMOTIVE,<br>INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY<br>LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.<br>I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG<br>WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS<br>CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.<br>I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE<br>HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF<br>TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON<br>ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.<br>KARP AUTOMOTIVE, INC. IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES<br>LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.<br>YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER<br>DAY STORAGE FEE WILL BE IMPOSED.<br><b>ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.</b><br><b>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</b> |         | <table><tr><td>LABOR</td><td>1198.70</td></tr><tr><td>PARTS</td><td>476.30</td></tr><tr><td>DEDUCTIBLE</td><td>.00</td></tr><tr><td>SUBLET</td><td>.00</td></tr><tr><td>SHOP SUPPLIES</td><td>.00</td></tr><tr><td>HAZARDOUS MATERIALS</td><td>.00</td></tr><tr><td>SALES TAX OR TAX I.D.</td><td>144.47</td></tr><tr><td>SPECIAL ORDER DEPOSIT</td><td>.00</td></tr><tr><td>DISCOUNTS</td><td>-251.25</td></tr><tr><td>TOTAL DUE</td><td>1568.22</td></tr></table> | LABOR | 1198.70 | PARTS | 476.30 | DEDUCTIBLE | .00 | SUBLET | .00 | SHOP SUPPLIES | .00 | HAZARDOUS MATERIALS | .00 | SALES TAX OR TAX I.D. | 144.47 | SPECIAL ORDER DEPOSIT | .00 | DISCOUNTS | -251.25 | TOTAL DUE | 1568.22 |
| LABOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1198.70 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 476.30  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| DEDUCTIBLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | .00     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| SUBLET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | .00     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| SHOP SUPPLIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | .00     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| HAZARDOUS MATERIALS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | .00     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| SALES TAX OR TAX I.D.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 144.47  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| SPECIAL ORDER DEPOSIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | .00     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| DISCOUNTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | -251.25 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |
| TOTAL DUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 1568.22 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |       |         |       |        |            |     |        |     |               |     |                     |     |                       |        |                       |     |           |         |           |         |



KARP AUTO  
392-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, NY  
11570  
516-764-0200

Date: 06/03/13 Time: 19:11:16

Sale

Result: CAPTURED  
Auth No: 177130  
Reference: [REDACTED]  
Ticket No: [REDACTED]  
Sequence: [REDACTED]  
TroutD: [REDACTED]  
Ticket No: [REDACTED]  
Account No: [REDACTED]  
Hand Keyed: [REDACTED]  
Card Issuer: [REDACTED]  
Card Member: [REDACTED]  
Amount: \$1568.22

Signature X.....

I Agree to Pay Above Total Amount  
According to Card Issuer Agreement  
(Merchant Agreement if Credit  
Voucher)

Customer Copy



THE AUTO AUTHORITY, ESTABLISHED IN 1907  
**BUICK KIA SAAB VOLVO**  
372-400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570  
(516) 763-8425 - FAX (516) 764-7026  
www.karpauto.com

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 9:00 p.m. Mon - Thur  
7:00 a.m. to 7:00 p.m. Friday  
7:30 a.m. to 5:00 p.m. Saturday  
**DEALER REG# R 7083219**  
**R 7083221**

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 5/27/14                       |                 |
| R/O Close Date                | Status          |
| 5/27/14                       | Pre-Invoice     |
| Mileage In                    | Mileage Out     |
| 33942                         | 33942           |
| Service Advisor / Tag #       |                 |
| Mike Keogh/176                |                 |
| Vehicle Identification Number |                 |
| 2G4WC582181                   |                 |
| Delivery Date                 | In-Service Date |
| 5/07/09                       |                 |
| Color                         | License Number  |
| WT                            |                 |

|                                                            |       |          |            |                               |                 |
|------------------------------------------------------------|-------|----------|------------|-------------------------------|-----------------|
| 1 FREE OIL AND FILTER CHANGE AS PE<br>ROCKVILLE CENTRE, NY |       |          | Work Phone | Vehicle Identification Number |                 |
|                                                            |       |          | Home Phone | 2G4WC582181                   |                 |
|                                                            |       |          | Body       | Delivery Date                 | In-Service Date |
|                                                            |       |          |            | 5/07/09                       |                 |
| Year                                                       | Make  | Model    |            | Color                         | License Number  |
| 2008                                                       | BUICK | LACROSSE |            | WT                            |                 |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                      | AMOUNT           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Cell:                                                                                                                                                                                                                                 |                  |
| #1 - BMULTI: TECH PERFORMED MULTI-POINT INSPECTION OF<br>FLUIDS, BRAKE SYSTEM, BATTERY CAPACITY, DRIVE<br>BELTSHOSES, FRONT AND REAR SUSPENSION, EXHAUST<br>SYSTEM, HORN-LIGHTS AND WIPERS, (\$50.00 VALUE AT NO<br>CHARGE)           |                  |
| #2 - S11: TYPE CUSTOMER CONCERN<br>CUSTOMER STATES TO HAVE ABS LIGHT ON<br>Work performed by James Gracey (509)<br>Installed 10340318 :N-HARNESS (04720-B) 1@115.22<br>PIGTAIL CONNECTORS RIGHT FRONT ABS SENSOR<br>Sub Total: 395.95 | 280.73<br>115.22 |
| #3 - S11: TYPE CUSTOMER CONCERN<br>CUSTOMER STATES TO HAVE TRACTION LIGHT ON                                                                                                                                                          |                  |
| #4 - 100: C/S PERFORM MAINTANENCE TO THEIR VEHICLE                                                                                                                                                                                    |                  |
| #5 - S11: TYPE CUSTOMER CONCERN<br>CUSTOMER STATES TO PLEASE GET TRADE IN VALUE OF VE<br>HICLE                                                                                                                                        |                  |
| Please Note: REPLACED FRONT ABS SENSOR HARNESS // PERFORMED MUL<br>TI-POINT INSPECTION // VG                                                                                                                                          |                  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------|
| <b>DISCLAIMER OF WARRANTIES</b><br>ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE<br>MANUFACTURER. THE SELLER, KARP AUTOMOTIVE, INC. HEREBY EXPRESSLY DISCLAIMS<br>ALL WARRANTIES, EITHER EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF<br>MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP AUTOMOTIVE,<br>INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY<br>LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.<br>I HEREBY AUTHORIZE THE ABOVE REPAIR ORDER WORK HEREIN SET FORTH TO BE DONE ALONG<br>WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR DELAYS<br>CAUSED BY UNAVAILABILITY OF PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.<br>I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE<br>HEREIN SET FORTH ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF<br>TESTING OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON<br>ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.<br>KARP AUTOMOTIVE, INC. IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES<br>LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.<br>YOU MUST PICK UP YOUR CAR WITHIN 24 HOURS AFTER NOTIFICATION OR A \$35.00 PER<br>DAY STORAGE FEE WILL BE IMPOSED.<br><b>ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.</b><br><b>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</b> | LABOR                 | 280.73 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | PARTS                 | 115.22 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | DEDUCTIBLE            | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SUBLET                | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SHOP SUPPLIES         | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | HAZARDOUS MATERIALS   | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SALES TAX OR TAX I.D. | 34.15  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SPECIAL ORDER DEPOSIT | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | DISCOUNTS             | .00    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | TOTAL DUE             | 430.10 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |        |

KARP AUTOMOTIVE INC  
400 SUNRISE HWY  
ROCKVILLE CTR. NY 11570  
516-764-4242

TERMINAL ID.: 017  
MERCHANT #: 440299256881

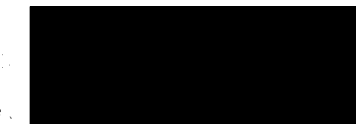
[REDACTED] EXP: \*\*/\*\* SWIPED

SALE  
BATCH: 000104 INV: [REDACTED]  
May 22, 14 17:37  
RRN: [REDACTED] AUTH: 523700

TOTAL \$430.10

[REDACTED]

CUSTOMER COPY



Rockville Centre *NY*



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE  
**CERTIFIED MAIL™**



7006 3450 0002 1261 1204



1000

20590

U.S. POSTAGE  
PAID  
ROCKVILLE CENTR, NY  
11570  
DEC 12, 15  
AMOUNT  
**\$7.40**  
00116305-10

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.E.  
Washington, DC 20590  
W40-304

