

OCT 17 2017

October 5, 2017

[Redacted]  
[Redacted]  
Jacksonville, FL [Redacted]  
[Redacted]

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

Subject: Complaint

Oct 4, 2017 took my vehicle in for safety recall. 24 hours later not ready. **I believe Ernie Palmer Toyota has failed to remedy the defect within a reasonable time.** I am without transportation. I do not know when my vehicle will be ready. They will "call me" when it's ready. I operate/owner of a childcare business. I have no transportation for grocery shopping, attend training, and bank errands. This condition has been a major inconvenience.

I have previously paid for repairs to my vehicle for back passenger door will not open \$234.18. ~~Fixed problem still~~ [Redacted]

Paid \$234.18 12/21/2015. Back passenger door will not open. Claimed it was fixed but, it was not. Taking it back will cost me more money to "fix" something else.

[Redacted]

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AM  
10.30.17  
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*Enie*  
**PALMER**  
**TOYOTA SCION**



1290 Cassat Avenue • Jacksonville, Florida 32205  
Phone (904) 389-4561

MV-11429

CUSTOMER NO.	ADVISOR <b>LASZLO PIRKOV</b>	TAG NO. <b>43159</b>	INVOICE DATE <b>12/21/15</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>65,605</b>	COLOR <b>GRAY/</b>
	YEAR / MAKE / MODEL <b>13/TOYOTA TRUCK/SIENNA LE/5DR 7P V6</b>	DELIVERY DATE <b>07/24/13</b>	DELIVERY MILES <b>33,445</b>	
<b>JACKSONVILLE, FL</b>	VEHICLE I.D. NO. <b>5 T D K K 3 D C 4 D S</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>12/21/15</b>	
BUSINESS PHONE	COMMENTS			MO:

<b>LABOR &amp; PARTS</b>		<b>EXT TRIM CONCERN</b>		<b>UNITS:</b>	<b>TECH(S):53244</b>	<b>198.95</b>
CUSTOMER STATES THAT BACK PASSENGER DOOR WILL NOT OPEN FOUND GAS DOOR SAFETY LATCH ASSY COME APART REMOVED CABLE ASSY AND REPAIRED LATCH ASSY						
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>					<b>198.95</b>	
<b>OF 1-610203</b>		<b>RENTAL</b>		<b>UNITS:</b>	<b>TECH(S):53244</b>	<b>INTERNAL</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					<b>0.00</b>	
<b>MISC</b>	<b>CODE</b>	<b>DESCRIPTION</b>	<b>CONTROL NO</b>			
<b>JOB # A</b>	<b>SS</b>	<b>SHOP SUPPLIES</b>			<b>19.90</b>	
<b>TOTAL - MISC</b>					<b>19.90</b>	
<b>COMMENTS</b>						
HMG						
<b>TOTALS</b>						
*****					<b>TOTAL LABOR....</b>	<b>198.95</b>
* [ ] CASH [ ] CHECK CK NO. [ ]					<b>TOTAL PARTS....</b>	<b>0.00</b>
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER					<b>TOTAL SUBLET...</b>	<b>0.00</b>
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE					<b>TOTAL G.O.G....</b>	<b>0.00</b>
*****					<b>TOTAL MISC CHG.</b>	<b>19.90</b>
					<b>TOTAL MISC DISC</b>	<b>0.00</b>
					<b>TOTAL TAX.....</b>	<b>15.33</b>
					<b>TOTAL INVOICE \$</b>	<b>234.18</b>

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

**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. A DAILY STORAGE FEE WILL BE CHARGED THREE(3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEGUN. THE DAILY STORAGE**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

43159  
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0001  
0001  
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234.18

CREDIT CARD  
DEBIT CARD

CUSTOMER COPY

necessary to place any portion invoice for collection, I agree election, including 1% interest a reasonable attorney's fee at settlement, at trial or on

Jacksonville, FL

JACKSONVILLE FL 320

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Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20590

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