



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 7th Floor, Newark, NJ 07102



MATTHEW J. PLATKIN
Attorney General

CARI FAIS
Acting Director

Date Reviewed: 4/10/2023

Log Number: [REDACTED]

Referred To: Ocean County Consumer Affairs

Complaint Status: Open - In Review

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

Consumer: [REDACTED]

Brick NJ
[REDACTED]
[REDACTED]

Subject: **GATEWAY TOYOTA**
395 ROUTE 37 E, TOMS
RIVER, NJ 08753
TOMS RIVER NJ 08753

Consumer Comments:

I purchased a 2018 Toyota Camry brand new, now 5 years old. I do approximately 10,000 miles per year and always have my car serviced at appropriate intervals. On 3/22/23, I brought my car into the dealership due to a steering issue that started on 3/21/22 out of the blue. Today, I receive a call from the service department of the dealership, letting me know the steering shaft is worn and the ball bearings are corroded to a point of catastrophic failure, and I am not recommended to drive the car until it is fixed. Then they told me it would cost around \$2,000.00 to fix. I looked up the issue online and found that there multiple complaints on this same issue, yet no recalls. I appreciate anything you can do to facilitate this issue with Toyota. Thank you.

Handwritten mark



TOYOTA

GATEWAY TOYOTA

Route 37 & Batchelor Street
Toms River, NJ 08753
732-240-2001
www.gatewaytoyota.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PEDRO ESCOBAR	2149	TAG NO. [REDACTED]	INVOICE DATE 03/23/23	INVOICE NO. [REDACTED]
[REDACTED] BRICK, NJ [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 54,261	COLOR BLUE STREAK	STOCK NO.
	YEAR / MAKE / MODEL 18/TOYOTA/CAMRY/4DR SDN XSE AUTO			DELIVERY DATE 12/15/17	DELIVERY MILE 162
	VEHICLE I.D. NO. 4 T 1 B 6 1 H K 1 J [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.		R.O. DATE 03/22/23	
COMMENTS					MO: [REDACTED]

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A		SSC SHOP SUPPLIES CUST		15.00
TOTAL - MISC				16.65

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 APPROVED ADDITIONAL COST OF \$1934.33 FOR TOTAL ESTIMATE OF \$1934.33 (+TAX) ON 03/23/23 AT 10:42a
 COMMENTS

COMMENTS-----
 ++NIGHT DROP++
 RECOMMENDED NOT DONE/ DECLINED SERVICES-----
 CUSTOMER DECLINED THE FOLLOWING RECOMMENDATIONS:

TOTALS		

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR....	1308.21
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS....	479.97
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	16.65
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	119.57
	TOTAL INVOICE \$	1924.40

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON EITHER BACK SIDE OR LAST PAGE HEREOF

Customer agrees that this Agreement includes all of the terms and conditions on the front and either back side or last page hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document. Customer also acknowledges receipt of copy of this invoice.

Arbitration Agreement. Customer agrees that Customer or Dealership may elect to resolve any dispute by binding arbitration pursuant to the Arbitration Provision on either the back side or last page of this document.

DIGITAL SERVICES - This charge represents costs to the motor vehicle repair facility for digital services.



TOYOTA

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732-240-2001
www.gatewaytoyota.com

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	PEDRO ESCOBAR	2149	TAG NO	[REDACTED]	INVOICE DATE	03/23/23	INV. DATE	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE	54,261	COLOR	BLUE STREAK	STOCK NO	[REDACTED]	[REDACTED]
BRICK, NJ	[REDACTED]	YEAR / MAKE / MODEL	18/TOYOTA/CAMRY/4DR SDN XSE AUTO			DELIVERY DATE	12/15/17	DELIVERY MILES	162	[REDACTED]
[REDACTED]	[REDACTED]	VEHICLE I.D. NO	4 T 1 B 6 1 H K 1 J U [REDACTED]			SELLING DEALER NO	100	PRODUCTION DATE	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	F.T.E. NO	[REDACTED]	P.O. NO	[REDACTED]	R.O. DATE	03/22/23	[REDACTED]	[REDACTED]	[REDACTED]
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MO: [REDACTED]

LABOR-----
 J# 5 99TOZZTOUCHLESS TOUCHLESS SERVICE TECH(S):7650 0.00

JOB# 5 TOTALS-----

JOB# 6 CHARGES-----
 JOB# 5 JOURNAL PREFIX TOCS JOB# 5 TOTAL 0.00

LABOR-----
 J# 6+45TOZ2442991 INTERMEDIATE SHAFT TECH(S):7650 326.96

UPON VEHICLE INSPECTION TECHNICIAN FOUND
 INTERMEDIATE STEERING SHAFT IS BINDING
 TECH REPLACED INTERMEDIATE STEERING SHAFT AND ROAD TESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	45220-06252	SHAFT ASSY, STEER	304.19	304.19	304.19
TOTAL - PARTS						304.19

JOB# 6 TOTALS-----

JOB# 7 CHARGES-----
 JOB# 6 JOURNAL PREFIX TOCS JOB# 6 TOTAL 631.15

LABOR-----
 J# 7+45TOZ06 ALIGNMENT-CARS TECH(S):7650 129.95

DURING INSPECTION TECHNICIAN RECOMMENDED
 PERFORM 4 WHEEL ALIGNMENT-CARS ONLY
 PERFORMED 4 WHEEL ALIGNMENT

JOB# 7 TOTALS-----

JOB# 8 CHARGES-----
 JOB# 7 JOURNAL PREFIX TOCS JOB# 7 TOTAL 129.95

LABOR-----
 J# 8+45TOZZ430311 FRNT LOWER BALL JOIN TECH(S):7650 851.30

UPON VEHICLE INSPECTION TECHNICIAN FOUND
 FRONT LOWER BALL JOINTS ARE LOSING GREASE
 TECH REPLACED BOTH FRONT LOWER BALL JOINTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	43330-09A30	JOINT ASSY SET, L	87.89	87.89	175.78
TOTAL - PARTS						175.78

JOB# 8 TOTALS-----

JOB# 8 JOURNAL PREFIX TOCS JOB# 8 TOTAL 1027.08

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SHM DIGITAL SERVICE FEE 1.65

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732-240-2001
www.gatewaytoyota.com

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	PEDRO ESCOBAR	TAG	[REDACTED]	INVOICE DATE	03/23/23	INVOICE NO	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE		LICENSE NO		COLOUR	BLUE STREAK	STOCK NO		
BRICK, NJ	[REDACTED]	YEAR / MAKE / MODEL	18/TOYOTA/CAMRY/4DR SDN XSE AUTO			DELIVERY DATE	12/15/17	DELIVERY MILES	162	
[REDACTED]	[REDACTED]	VEHICLE I.D. NO.	4 T 1 B 6 1 H K 1 J U			SELLING DEALER NO.	100	PRODUCTION DATE		
[REDACTED]	[REDACTED]	R.T.E. NO		P.O. NO	[REDACTED]	R.O. DATE	03/22/23			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS							MO:	[REDACTED]

JOB#	CHARGES	LABOR	DESCRIPTION	TECH(S)	PRICE	WARRANTY
JOB# 1	99T0Z		RECALL CAMPAIGN SAFETY RECALL 21TA09 (Remedy Notice) - Certain 2018-2019 Model Year Camry - Sudden Loss of Power Braking Assist May Occur -21TA09 TECH REBUILT BRAKE VACUUM PUMP PER RECALL	7650		
					TOTAL - PARTS	0.00
JOB# 1 JOURNAL PREFIX TOCS					JOB# 1 TOTAL	0.00
JOB# 2	00T0Z00		MULTI POINT INSP DEALER TO PERFORM FULL MULTI POINT INSPECTION. PERFORMED FULL MULTI POINT INSPECTION.	7650		0.00
JOB# 2 JOURNAL PREFIX TOCS					JOB# 2 TOTAL	0.00
JOB# 3	45T0ZZSTEER2		STEERING SYS CONCERN C/S WHEN TURNING THE STEERING WHEEL, IT FEELS VERY NOTCHY AND IS HARD TO TURN. IT ALSO DOES NOT RETURN FREELY AFTER A TURN IS MADE. CHK AND ADV TECH FOUND THE INTERMEDIATE STEERING SHAFT IS BINDING CAUSING IT TO NOT TURN FREELY	7650		0.00
JOB# 3 JOURNAL PREFIX TOCS					JOB# 3 TOTAL	0.00
JOB# 4	99T0C0TP		ONLINE PAYMENT NOTE COMPLIMENTARY ONLINE PAYMENT OPTION AVAILABLE	7650		0.00
JOB# 4 JOURNAL PREFIX TOCS					JOB# 4 TOTAL	0.00
JOB# 5						

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Schedule your next service appointment 24/7 at www.gatewaytoyota.com/ScheduleService

The Reynolds and Reynolds Company SF705683 0 (08/23)

Gateway Multipoint Inspection

Customer Name: [REDACTED]
 Phone: [REDACTED]
 Service Advisor: PEDRO ESCOBAR

Vehicle Year/Model: 18 TOYOTA CAMRY
 VIN: 4T1B61HK1JL [REDACTED]
 Technician: JOSH CORBIN

Printed: 03/23/2023 16:02:21
 Odometer: 54261
 RO: [REDACTED] Tag: [REDACTED]

Green	WILL REQUIRE FURTHER ATTENTION	REQUIRES IMMEDIATE ATTENTION
-------	--------------------------------	------------------------------

	Green	Yellow	Red		Serviced
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Alignment passed	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Coolant	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Power steering fluid (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brake reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clutch reservoir (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transmission / transaxle fluid (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Differential fluid (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transfer case (4WD models)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Horn operation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Head lights/tail lights/turn signals/brake lights/hazard warning lights/exterior lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dome light/amp light/dimmer combination meter/instrument cluster warning lights	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windshield wiper and washer operation and refill reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windshield glass	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cabin air filter (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check installation of drivers floor mat	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parking brake operation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fuel tank cap gasket	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine air filter	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Battery condition (cables/clamps/corrosion)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drive belts (cracks/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hoses (cracks/damage/leaks)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooling system (leaks)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Air conditioning & heating system (visual inspection)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brake system (leaks/damage/worn components)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Axle hub & bearing (damage/leaks/noise)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering linkage (damage/leaks/worn components)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Suspension (damage/leaks/worn components)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid leaks (engine/transmission/differential)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Propeller/driveshaft (damage/leaks/U-joints)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drive/CV shaft (damage/leaks/boots)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exhaust system (damage/leaks/corrosion)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fuel lines & connections/fuel tank bands/fuel tank vapor vent system hoses (damage/leaks/corrosion)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Maintenance & time / mileage requirements	<input type="checkbox"/>

Front / Rear Brake Linings

	Green	Yellow	Red		Green	Yellow	Red
LF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
LR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RR	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Serviced							
<input type="checkbox"/> Inspection Not Taken							
Disc 5-7mm Drum 2-3mm							
Disc 6-4mm Drum 2mm							
Disc 3-0mm Drum 1-0mm							

Check Tires / Tread Depth

	Green	Yellow	Red		Green	Yellow	Red
LF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
LR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RR	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Serviced							
4/32" to 5/32"							
3/32" or less							

Check Battery Performance

	Green	Yellow	Red		Serviced
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Actual Cold Cranking Amps	<input type="text"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Factory Cold Cranking Amps	<input type="text"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Gateway Multipoint Inspection

Customer Name: [REDACTED] NO

Vehicle Year/Model: 18 TOYOTA CAMRY

Printed: 03/23/2023 16:02:21

Phone: [REDACTED]

VIN: 4T1B61HK1JU [REDACTED]

Odometer: 54261

Service Advisor: PEDRO ESCOBAR

Technician: JOSH CORBIN

RO: [REDACTED] Tag: [REDACTED]

INSPECTION RESULT: OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Green Yellow Red

Serviced

Check Engine Light / Drivability / ABS / Traction Control / Air Bag / Tire Pressure Warning Lamp

Exterior / Interior / Trim or General Concerns

Brake Lining Measurements: LF: 7 mm RF: 7 mm LR: 7 mm RR: 7 mm

Tire Tread Measurements: LF: 7/32" RF: 7/32" LR: 7/32" RR: 8/32"

OCEAN COUNTY
Department of Consumer Affairs
P.O. Box 2191, Toms River, New Jersey 08754-2191

NOTICE OF REFERRAL

REFERRED TO:

F

NHTSA Contact Information
1200 New Jersey Avenue SE West Building
Washington, DC 20590
888-327-4236

L

L

SUBJECT/BUSINESS:

F

Gateway Toyota
395 Rt 37 East
Toms River, NJ 08753

L

COMPLAINT/CONSUMER:

F-

[REDACTED]
Brick, NJ
[REDACTED]

L

Referral Copy
CA177

(732) 929-2105
1-800-722-0291, Ext. 2105

DATE: 04/21/2023

CASE: [REDACTED]

REFERRED BY:

Ocean County Department of
Consumer Affairs

7

The enclosed complaint is being referred to you for your action.

Please advise our Department of the final disposition of the matter so we may update our records accordingly.

If we can be of any assistance to you, please feel free to contact us.

Thank you for your anticipated cooperation.

OCEAN COUNTY DEPARTMENT OF CONSUMER AFFAIRS
 1027 Hooper Ave., Bldg. 2, P.O. Box 2191
 Toms River, NJ 08754-2191
 Division of Consumer Protection 732-929-2105
 Division of Weights & Measures 732-929-2166
 Fax: 732-506-5330 1-800-722-0291 Ext. 2105
STEPHEN SCATURRO, DIRECTOR



- WALK IN
- MAIL
- MEDIA
- OCP
- OTHER

DATE RECEIVED

FOR OFFICE USE ONLY

Closing Code \$

626/ 120-115-370

FOR OFFICE USE ONLY

CASE NUMBER [REDACTED]

INVESTIGATOR: _____

DATE CLOSED: _____

REFERRED TO: _____

INTAKE PERSON: _____

PLEASE PRINT OR TYPE ALL INFORMATION

I. INFORMATION ABOUT YOU

NAME [REDACTED]

STREET [REDACTED]

TOWN Brick NJ STATE [REDACTED] ZIP [REDACTED]

TELEPHONE [REDACTED]

WORK # [REDACTED] HOME # [REDACTED]

CELL # [REDACTED] Email: _____

II. INFORMATION ABOUT THE BUSINESS

BUSINESS NAME Gateway Toyota REG.#

STREET 395 RT 37 E

TOWN Toms River NJ STATE NJ ZIP 08753

PHONE # _____ FAX # _____

CELL # _____ Email: _____

NAME OF SALESPERSON OR CONTACT _____

1. Date of Transaction: _____ 2. Date Problem Arose: _____

3. Have you made the business aware of your problem? YES () NO ()

4. Have you contacted an attorney or taken any legal action? YES () NO ()

5. Value of service/goods involved: \$ _____

6. Resolution you desire: Refund () Repair () Other ()

III. PLEASE WRITE A BRIEF EXPLANATION OF YOUR COMPLAINT. SEND COPIES, NOT ORIGINALS OF ALL DOCUMENTS.

DATE _____ SIGNATURE _____

*By submitting this complaint form, I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. In addition, I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

OCEAN COUNTY DEPARTMENT OF CONSUMER AFFAIRS
DIVISION OF WEIGHTS AND MEASURES
P.O. BOX 2191, 1027 HOOPER AVE. BLDG 2, 2ND FL
TOMS RIVER, NEW JERSEY 08754-2191



US POSTAGE
ZIP 08755 \$ 000.84⁰
02 1R
0001397375 APR 24 2023

NET

NHTSA Contact Information
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

