



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

104 APR 20 AM 10:41

08-FEB-2004

Repository ☐

Reference No.
10057877

OWNER INFORMATION (Type or Print)

Name

Address

City SAN ANTONIO

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1-7

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KMHDM45013

Make

HYUNDAI

Model

ELANTRA

Model Year

2003

Date Purchased
10-26-02

Dealer's Name and Telephone Number

RED MC COMBS HYUNDAI 210 684-7440

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner
☒

Dealer's City

4800 NORTHWEST LOOP 410 SA

State

TX

Zip Code

78229

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
09-SEP-2003

Failure Mileage
12833

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM4SAB0096)

☐ Original Equipment
☐ Prior Repair

Failure Location:

The Component Code

The Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

3

Number of Deaths

Reported to Police

Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

VEHICLE WAS TAKEN TO THE DEALER FOUR TIMES BECAUSE IT WAS NOT STOPPING WHEN BRAKING. ON 8/8/2003, WHILE TRYING TO STOP AT A STOP SIGN, BRAKES FAILED. VEHICLE HIT A TRUCK, AND THE FRONT AIR BAGS DID NOT DEPLOY. DRIVER SUSTAINED INJURIES TO THE PELVIC AREA AND BRUISES ON THE UPPER LEGS. FRONT PASSENGER'S HEAD BROKE THE WINDSHIELD, AND PASSENGER SUFFERED SEIZURES. CHILD IN THE REAR, AGE 11, SUSTAINED ARM BRUISES. DRIVER AND PASSENGERS WERE TRANSPORTED TO THE EMERGENCY ROOM FOR TREATMENT. THE VEHICLE WAS ASSESSED BY A REPAIR MECHANIC, WHO DETERMINED AIR BAG SENSORS WERE IMPACTED, AND BRAKES FAILED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Complaint

Red McCombs & Hyandai did not review my complaint. On 2003 vechicle. That I was in a very serious accident On 9-9-03 I had talked to Mitchell & Melissa to try & see If I could get an appointment for a brake check. Because In march I received a coupon on my next visit in July. On july I ask Rick Lawver to check my brakes & showed Him my coupon. When my vechicle was finished he claimed it had a banana brake but would last for my next visit when it had 15000 miles. The brakes were self adjusting. He gave me a panplet to go on.

It is not braking !My concern was the brakes.

His concern was the survey, And my free detail.

I answered The survey (copy on file.) then Mitchell called & I Informed her the problem about Rick Lawver not taking me Serious. On 9-10-03 Rick Lawver calls me one day After the accident.

Problems after 2 week of purchase. The brakes didn't work car would tremble, air condition didn't work Engine light would go on and off. Air bags did not deploit, Seat belts not hold person back.

They say they have comments on file. They never picked Up the vechicle from steel crafters.

One investigator called Me and asked for more information he needed and wasn't Provided with, also he was reviewing some pictures upside Down.

This investigators are the same ones that will Determine my pain And suffering.

I still don't have a vechile.

My son who is 12 now is suffer form relapses Lack of Concentration since he was left at the accident when The ambulance took me. Scared and in pain no one to listen To him.

Paul Gonzales is not able to work due to disability To his head injures. He is now having longer & serious Seizures etc.

S-A-TX

HYUNDAI

Hyundai Motor America
10560 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 2001, 2002 or 2003 Elantra Owner or 2002 or 2003 Tiburon Owner:

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

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

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2001, 2002 and 2003 Hyundai Elantra vehicles produced beginning June 30, 2000 through December 15, 2002 and model year 2002 and 2003 Hyundai Tiburon vehicles produced beginning August 10, 2001 through February 15, 2003.

What is the problem?

- A portion of the rear brake tubes passes behind the front suspension crossmember. Two steering gear box mounting brackets are welded to the crossmember. On vehicles equipped with Antilock Brakes (ABS), the rear brake tubes may contact both steering gear box mounting brackets. On vehicles that are not equipped with ABS, the rear brake tubes may contact only the left steering gear box mounting bracket. Contact between the rear brake tubes and the steering gear box mounting brackets may result in rear brake tube wear and corrosion.

Severe rear brake tube wear and corrosion may result in brake fluid leakage. Brake fluid leakage may result in reduced braking capability in the portion of the dual diagonal braking system that contains the leaking brake tube. Reduced braking capability may result in an accident.

What will Hyundai do?

- To ensure that your vehicle does not experience rear brake tube wear or corrosion as a result of contact between the rear brake tubes and the steering gear box mounting brackets, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will reposition the rear brake tubes so they do not contact the steering gear box mounting brackets, install brake tube clips to control the location of the rear brake tubes, and apply anti-corrosion material to the rear brake tubes in the areas where contact with the steering gear box mounting brackets may have occurred. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer for a half day to have this service performed.

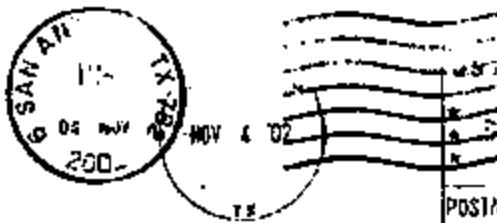
What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D.C. 20590.

 **SUPERIOR**
PONTIAC • GMC TRUCKS • BUICK • HYUNDAI
4800 N. W. Loop 410
San Antonio, TX 78229



SAN ANTONIO TX



DEAL NO. 20286
 RED MCCOMBS HYUNDAI
 4800 NORTHWEST LOOP 410
 SAN ANTONIO TX 78229
 (210)684-7440 FAX(210)684-6139

REGISTER TO:

ADDRESS:

CITY: SAN ANTONIO

STATE: TX

PHONE NO:

BY:

E-MAIL ADDRESS:

DATE	SALESMAN	YEAR	MAKE	MODEL	COLOR	KEY #	STOCK NO.
10/26/02	CHRISTOPHER SAUCE	2003	HYUNDAI	ELANTRA	JET BLACK		
VEHICLE I.D. NUMBER		LICENSE	EXPIRES	VALID NUMBER	MILEAGE	DELIVERY DATE	
KNHBN45D13					79	10/26/02	

BASE PRICE OF VEHICLE	SALE PRICE OF VEHICLE AS DESCRIBED	13490.55
OPTIONAL EQUIPMENT	TRADE ALLOWANCE	N/A
	THEFT AVERT	N/A
	TRADE DIFFERENCE / NET SALE PRICE	13490.55
	DEALER INVENTORY TAX	32.49
	STATE SALES TAX	811.91
	DOCUMENTARY FEE	50.00
	LICENSE FEE	71.80
	TITLE FEE	13.00
	DEPUTY FEE (IF APPLICABLE)	5.00
	STATE INSPECTION FEE	21.75
	SUB-TOTAL	14496.00
	TRADE-IN PAYOFF (IF ANY)	N/A
	TOTAL CASH PRICE	14496.00
	EXTENDED SERVICE AGREEMENT	916.98
		N/A
	REBATE (IF ANY)	500.00
	* CASH DOWN PAYMENT	500.00
	UNPAID BALANCE DUE AT DELIVERY	14412.98

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

UN HONORARIO DE DOCUMENTACION NO ES UN HONORARIO OFICIAL. UN HONORARIO DE DOCUMENTACION NO ES REQUERIDO POR LA LEY, PERO PUEDE SER CARGADO AL COMPRADOR COMO GASTOS DE MANEJO DE DOCUMENTOS Y PARA REALIZAR SERVICIOS RELACIONADOS CON EL CIERRE DE UNA VENTA. UN HONORARIO DE DOCUMENTACION NO PUEDE EXCEDER \$50 PARA UN CONTRATO DEL VEHICULO DE MOTOR O UNA CANTIDAD RAZONABLE DETERMINADA POR LOS PARTIDOS PARA UN CONTRATO DEL VEHICULO COMERCIAL DE 19,000 LIBRAS O MAS. ESTA NOTIFICACION ES REQUERIDA POR LA LEY.

FINANCING INFORMATION

BANK, FHL CO, CREDIT UNION

HOUSEHOLD AUTOMOTIVE FIN CORP
 PO BOX 17902
 SAN DIEGO CA 92177 7902

FINANCE CO. PHONE	LEAS DATE	AMOUNT FINANCED
	10/26/02	14412.98

ATTN: LOAN OFFICER NAME:

DRAFTING INSTRUCTIONS:

TRADE-IN INFORMATION

YEAR	MAKE/MODEL	MILEAGE
		N/A
VEHICLE I.D. NUMBER		PRICE
		N/A
OWNED TO		PHONE NUMBER

I hereby certify that the above listed payoff amount is correct and represents the full payoff of all liens on my trade-in vehicle. If the actual payoff is greater, I agree to pay the difference in cash to the Dealer within three days of being notified of the difference. I certify that my trade-in vehicle has not been reconstructed or salvaged nor has it suffered major damage. Accordingly the vehicle reconstructed or salvaged will not appear on the title. I also certify that the vehicle's control components and systems on my trade-in vehicle have not been tampered with, modified or disconnected.

*If full or partial payment is made by check, which is subsequently dishonored, it is agreed that this dealership has the right to repossess the automobile and pursue any and all available legal remedies that it may have. Further, in the event that the check is dishonored, this dealership may retain title to the vehicle purchased through issuance of such a check until full payment is received or the dishonored check.

NOTICE TO CREDIT-BUYER
 If this order involves credit, this form shall authorize the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No other contractual relationship is created hereby. Full disclosure required by law will be made prior to consummation of a credit transaction by purchaser's execution of an installment Sale Contract.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. **RED MCCOMBS HYUNDAI**, Texas, hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products. However, if a written warranty is given by Dealer or Purchaser buys an extended warranty or service contract from Dealer, then Dealer's obligations with respect to the vehicle are limited to (1) the obligations provided in the warranty, extended warranty or service contract; and (2) IF ANY IMPLIED WARRANTIES ARISE IN CONNECTION WITH THE TRANSACTION, INCLUDING THE WARRANTY OF MERCHANTABILITY, THEN SUCH IMPLIED WARRANTIES ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, EXTENDED WARRANTY, OR SERVICE AGREEMENT SUPPLIED BY DEALER. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.)

CONTRACT DISCLOSURE STATEMENT FOR USED VEHICLE ONLY:
 The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

DECLARACION DE DIVULGACION DE CONTRATO PARA LA VENTA DE VEHICULOS USADOS SOLAMENTE:
 La informacion que ve en la forma en la ventana de este vehiculo es parte de este contrato. Informacion contenida en esta forma anula provisiones contrarias en el contrato de venta.

Purchaser, by execution of the Order, acknowledges that he/she has read its terms and conditions and has received a true copy of this order.

PURCHASER'S SIGNATURE
 CO-PURCHASER'S SIGNATURE

RED MCCOMBS HYUNDAI
 ACCEPTED BY: [Signature]
 DEALER OR AUTHORIZED REPRESENTATIVE

DATE 10/26/02 CUSTOMER [REDACTED] STOCK NO. 80174

ODOMETER DISCLOSURE STATEMENT

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

Seller, RED MCCOMBS HYUNDAI of BEXAR
Vehicle Description: Year 2003 Make HYUNDAI
Body Type 4-DOOR GLS SEDAN ELANTRA Model [REDACTED] VIN KMH0N45D13U [REDACTED]

79

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

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

TRANSFEROR'S NAME RED MCCOMBS HYUNDAI
(PRINTED NAME)

TRANSFEROR'S ADDRESS 4800 NORTHWEST LOOP 410
(STREET) SAN ANTONIO TX 78229

(CITY) _____ (STATE) _____ (ZIP CODE) _____

TRANSFEROR'S SIGNATURE *Reusser*

DATE OF STATEMENT 10/26/02

TRANSFEEE'S NAME [REDACTED]
(PRINTED NAME)

TRANSFEEE'S ADDRESS [REDACTED]
(STREET) SAN ANTONIO TX [REDACTED]

(CITY) _____ (STATE) _____ (ZIP CODE) _____

TRANSFEEE'S SIGNATURE [REDACTED]

CUSTOMER COPY

LOCAL WHERE
ACCIDENT OCCURRED
COUNTY BEXAR CITY OR TOWN SAN ANTONIO

IF ACCIDENT WAS OUTSIDE CITY LIMITS,
MILEAGE FROM NEAREST TOWN N/A DIRECTION N/A

ROAD OR WHICH
ACCIDENT OCCURRED [REDACTED] CONSTRUCTION ☒ YES ☒ NO SPEED LIMIT 50

INTERSECTING STREET
OR ROUTE NUMBER [REDACTED] CONSTRUCTION ☒ YES ☒ NO SPEED LIMIT 30

NOT AT INTERSECTION ☐ FT. ☐ MI. ☐ W. ☐ E. ☐ S. ☐ N. OF [REDACTED]

DATE OF
ACCIDENT September 7th - 03 DAY OF WEEK Sunday HOUR 6:00 ☐ A.M. ☒ P.M. IF EXACTLY NOON OR
MIDNIGHT, SO STATE

LOC. NO. 03-606623

DO NOT WRITE
IN THIS SPACE

LOC. [REDACTED]

ZONE [REDACTED]

SEVERITY [REDACTED]

PAT. REC. [REDACTED]

TR. REC. [REDACTED]

UNIT
NO. 1 - MOTOR VEHICLE VIN IDENT NO. 16CHC336285362642 IF BODY STYLE - VAN OR BUS,
INDICATE SEATING CAPACITY

YEAR 1994 COLOR & MAKE Blue Chevy MODEL NAME 3500 BODY STYLE PK LICENSE PLATE [REDACTED]

DRIVER'S NAME [REDACTED] S.A. TX [REDACTED] PHONE NUMBER [REDACTED]

DRIVER'S LICENSE [REDACTED] DOB 04 31 90 RACE [REDACTED] SEX M OCCUPATION labor

SPECIMEN TAKEN (ALCOHOL/DRUG ANALYSIS) ☒ 1-BREATH 2-BLOOD 3-OTHER 4-NONE 5-REFUSED 4 ALCOHOL/DRUG ANALYSIS RESULT [REDACTED] PEACE OFFICER, EMS DRIVER
FIRE FIGHTER ON EMERGENCY? ☐ YES ☒ NO

LIABILITY INSURANCE ☒ YES ☒ NO Allstate Co. Mutual VEHICLE DAMAGE RATING LP-2

UNIT
NO. 2 MOTOR VEHICLE ☒ TRUCK ☐ PEDESTAL CYCLIST ☐
TOWED ☐ PEDESTRIAN ☐ OTHER ☐ VIN IDENT NO. KMH0N45015 IF BODY STYLE - VAN OR BUS,
INDICATE SEATING CAPACITY

YEAR 2003 COLOR & MAKE Black Hyundai MODEL NAME Elantra BODY STYLE 4Dr LICENSE PLATE [REDACTED]

DRIVER'S NAME [REDACTED] San Antonio, TX [REDACTED] PHONE NUMBER [REDACTED]

DRIVER'S LICENSE [REDACTED] DOB 08 12 55 RACE [REDACTED] SEX F OCCUPATION Sales

SPECIMEN TAKEN (ALCOHOL/DRUG ANALYSIS) ☒ 1-BREATH 2-BLOOD 3-OTHER 4-NONE 5-REFUSED 4 ALCOHOL/DRUG ANALYSIS RESULT [REDACTED] PEACE OFFICER, EMS DRIVER
FIRE FIGHTER ON EMERGENCY? ☐ YES ☒ NO

LIABILITY INSURANCE ☒ YES ☒ NO Chertor Co. Mutual VEHICLE DAMAGE RATING FA-4

DAMAGE TO PROPERTY OTHER THAN VEHICLES

OTHER [REDACTED] AMOUNT OF DAMAGE [REDACTED] DATE OF DAMAGE [REDACTED]

LIGHT
CONDITION ☒ 1-DAYLIGHT 2-DAWN 3-DARK NOT LIGHTED 4-DARK LIGHTED 5-DARK

WEATHER ☒ 1-CLEAR 2-RAINING 3-SHOWING 4-FOG 5-BLIZZARD DUST 6-SMOKE 7-GLISTENING 8-SUN WINDS 9-OTHER

SURFACE
CONDITION ☒ 1-DRY 2-WET 3-SLICKY 4-SNOWY 5-OTHER

TYPE ROAD
SURFACE ☒ 1-BLACKTOP 2-CONCRETE 3-GRANITE 4-SHELL 5-DIRT 6-OTHER

DESCRIBE ROAD CONDITIONS (INVESTIGATOR'S OPTION)
Good

IN YOUR OPINION, DID THIS ACCIDENT RESULT IN AT LEAST \$1000.00 DAMAGE TO ANY ONE PERSON'S PROPERTY? ☒ YES ☐ NO

CHARGES FILED

NAME [REDACTED] CHARGE No Operators License CITATION NO. N415376

NAME [REDACTED] CHARGE [REDACTED] CITATION NO. [REDACTED]

TIME OF ACCIDENT 09-07-03 6:04 PM HOW Dispatcher TIME ARRIVED AT
SCENE OF ACCIDENT 09-07-03 6:06 PM

TYPED OR PRINTED NAME OF INVESTIGATOR J. Bratcher DATE REPORT MADE 09-07-03 IS REPORT COMPLETE ☒ YES ☐ NO

SIGNATURE OF INVESTIGATOR J. Bratcher ID NO. 0890 DEPARTMENT San Antonio Police Department DISTANCE 5110

SOLICITATION (SOL)	EJECTED	CODE FOR TYPE RESTRAINT USED	AIR BAG CODE	HELMET CODE	CODE FOR BLUITY SEVERITY	ALL INFORMATION ANALYSIS (COMPLETE IF BLUITY TYPE NOT BLUITY/VEHICLE)				
1. ALL INFORMATION ABOVE IS TRUE AND CORRECT FROM YOUR BEST KNOWLEDGE, BELIEF AND OPINION. IF YOU ARE NOT SURE, CHECK "UNSURE". 2. IF YOU ARE NOT SURE, CHECK "UNSURE". 3. IF YOU ARE NOT SURE, CHECK "UNSURE". 4. IF YOU ARE NOT SURE, CHECK "UNSURE". 5. IF YOU ARE NOT SURE, CHECK "UNSURE". 6. IF YOU ARE NOT SURE, CHECK "UNSURE". 7. IF YOU ARE NOT SURE, CHECK "UNSURE". 8. IF YOU ARE NOT SURE, CHECK "UNSURE". 9. IF YOU ARE NOT SURE, CHECK "UNSURE". 10. IF YOU ARE NOT SURE, CHECK "UNSURE".	1. YES 2. NO 3. PARTIAL 4. UNKNOWN	1. AIR BAG 2. SEATBELT 3. OTHER 4. UNKNOWN	1. YES 2. NO 3. UNKNOWN	1. YES 2. NO 3. UNKNOWN	1. YES 2. NO 3. UNKNOWN	1. YES 2. NO 3. UNKNOWN				
VEHICLE NO. 1 AMAGE ATING LP-2	TOWED DUE TO DAMAGE ☐ YES ☒ NO	VEHICLE REMOVED TO Driven Away	BY Owner							
COMPLETE ALL DATA ON ALL OCCUPANTS' NAMES, POSITIONS, RESTRAINTS USED, ETC. HOWEVER, IT IS NOT NECESSARY TO SHOW ADDRESS UNLESS KILLED OR INJURED. NAME (LAST NAME FIRST)	NAME (LAST NAME FIRST)	ADDRESS (CITY, STATE, ZIP)	AGE	SEX	BLUITY CODE					
DRIVER SEE FRONT			N	N	A	N	4	33	M	C
VEHICLE NO. 2 AMAGE ATING FD-4	TOWED DUE TO DAMAGE ☒ YES ☐ NO	VEHICLE REMOVED TO Contract Worker	BY							
COMPLETE ALL DATA ON ALL OCCUPANTS' NAMES, POSITIONS, RESTRAINTS USED, ETC. HOWEVER, IT IS NOT NECESSARY TO SHOW ADDRESS UNLESS KILLED OR INJURED. NAME (LAST NAME FIRST)	NAME (LAST NAME FIRST)	ADDRESS (CITY, STATE, ZIP)	AGE	SEX	BLUITY CODE					
DRIVER FB			N	N	A	N	4	48	F	C
BE			N	N	A	N	4	39	M	N
BE			N	N	A	N	4	11	M	N
COMPLETE IF CASUALTIES NOT IN MOTOR VEHICLE										
VEHICLE NO. 3 AMAGE ATING	TOWED DUE TO DAMAGE ☐ YES ☐ NO	VEHICLE REMOVED TO	BY							
COMPLETE ALL DATA ON ALL OCCUPANTS' NAMES, POSITIONS, RESTRAINTS USED, ETC. HOWEVER, IT IS NOT NECESSARY TO SHOW ADDRESS UNLESS KILLED OR INJURED. NAME (LAST NAME FIRST)	NAME (LAST NAME FIRST)	ADDRESS (CITY, STATE, ZIP)	AGE	SEX	BLUITY CODE					
DRIVER SEE FRONT										
VEHICLE NO. 4 AMAGE ATING	TOWED DUE TO DAMAGE ☐ YES ☐ NO	VEHICLE REMOVED TO	BY							
COMPLETE ALL DATA ON ALL OCCUPANTS' NAMES, POSITIONS, RESTRAINTS USED, ETC. HOWEVER, IT IS NOT NECESSARY TO SHOW ADDRESS UNLESS KILLED OR INJURED. NAME (LAST NAME FIRST)	NAME (LAST NAME FIRST)	ADDRESS (CITY, STATE, ZIP)	AGE	SEX	BLUITY CODE					
DRIVER SEE FRONT										
COMPLETE THIS SECTION IF PERSON KILLED										
ITEM NUMBER	DATE OF DEATH	TIME OF DEATH	ITEM NUMBER	DATE OF DEATH	TIME OF DEATH	ITEM NUMBER	DATE OF DEATH	TIME OF DEATH		
1			2			3				
INVESTIGATOR'S NARRATIVE OPINION OF WHAT HAPPENED (ATTACH ADDITIONAL SHEETS IF NECESSARY)										
MY/ was traveling east on El Paso at San Felipe. MVA had no stop sign at intersection. MVE was traveling south on San Felipe at El Paso and had a posted stop sign on San Felipe. Driver of MVE said her brakes failed and MVE ran stop sign and hit MVI causing listed damage. Witness: [Redacted] San Felipe No Phone										
FACTORS AND CONDITIONS LISTED ARE THE INVESTIGATOR'S OPINION										
FACTORS/CONDITIONS CONTRIBUTING										
OTHER FACTORS/CONDITIONS MAY OR MAY NOT HAVE CONTRIBUTED										
TRAFFIC CONTROL										
1. ROADWAY OR INTERSECTION 2. ROADWAY OR INTERSECTION 3. ROADWAY OR INTERSECTION 4. ROADWAY OR INTERSECTION 5. ROADWAY OR INTERSECTION 6. ROADWAY OR INTERSECTION 7. ROADWAY OR INTERSECTION 8. ROADWAY OR INTERSECTION 9. ROADWAY OR INTERSECTION 10. ROADWAY OR INTERSECTION										

HYUNDAI

July 24, 2003

Name and address corrections:

[REDACTED]
SAN ANTONIO, TX [REDACTED]

First MI Last
Street
City State ZIP

VIN: KMHDN45D13 [REDACTED]
ELANTRA
R.O.: [REDACTED] 07/15/03
Serviced at: Red Mccombs Hyundai, Inc.
[REDACTED]

Dear [REDACTED]

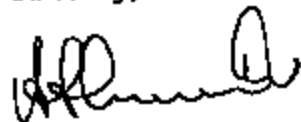
Hyundai Motor America is committed to help provide our customers with an outstanding service experience at their Hyundai dealerships. Our records indicate that you recently had your ELANTRA serviced at RED MCCOMBS HYUNDAI, INC..

Enclosed is a questionnaire that we specifically designed to measure how well Hyundai dealers are meeting your needs. A rating of "excellent" scores 100%, a "very good" scores at 50%, and all other ratings score at 0%. All ratings are used to evaluate dealership personnel.

Please take a few minutes to complete the questionnaire about your recent service experience and send it back to us in the enclosed postage-paid envelope. Do not return the questionnaire to servicing dealership. The questions should be answered by the person who took your ELANTRA to the dealership for servicing.

Thanks again for choosing Hyundai.

Sincerely,



Ray Schroth
Director of Service
Hyundai Motor America

04143965

NOTE: THE QUESTIONS SHOULD BE ANSWERED BY THE PERSON WHO TOOK YOUR HYUNDAI TO THE DEALERSHIP FOR SERVICE.

VIN: KMHDN45D13

MARKING INSTRUCTIONS

Please be sure to fill the response oval completely. Use black or blue ink or dark penball (no red please) to complete the survey.

Correct Mark ☒ Incorrect Mark ☐ ☐ ☐

Correct Printing ☒ Incorrect Printing ☐ ☐ ☐

INITIATING THE SERVICE VISIT

1. How would you rate the dealership's ability to schedule your service within a reasonable amount of time?

☐ Excellent	☐ Very Good	☐ Good	☐ Fair	☒ Poor
---------------------------------	---------------------------------	----------------------------	----------------------------	---------------------------------------
2. a. After you arrived, approximately how long did it take before you could speak to someone about your service needs?

☐ Immediately	☐ Within 5 minutes	☒ More than 5 minutes	☐ Used drop box
-----------------------------------	--	--	-------------------------------------
- b. How would you rate the amount of time you spent waiting to speak to someone?

☐ Excellent	☐ Very Good	☐ Good	☐ Fair	☒ Poor
---------------------------------	---------------------------------	----------------------------	----------------------------	---------------------------------------

ABOUT THE SERVICE ADVISOR

3. Please rate the SERVICE ADVISOR (the person who wrote up your service order) on the following: (MARK ONE OVAL FOR EACH ITEM LISTED)

	Excellent	Very Good	Good	Fair	Poor
a. Advised you regarding service needs	☐	☐	☐	☐	☒
b. Kept you informed of any changes in the completion status or repair requirement of your vehicle	☐	☐	☐	☐	☒
c. Treated you with courtesy and respect	☐	☐	☒	☐	☐
d. Treated you with honesty	☐	☐	☐	☐	☒
e. Knowledge/expertise	☐	☐	☐	☐	☒
f. Fulfilled all promises made to you	☐	☐	☐	☐	☒
g. Listened to your requests	☐	☐	☐	☐	☒
h. Asked you questions to clarify your needs	☐	☐	☐	☒	☐
i. Understood the specific problem(s) with your vehicle	☐	☐	☐	☐	☒

ABOUT THE QUALITY OF SERVICE RECEIVED

4. How would you rate the SERVICE DEPARTMENT on the following: (MARK ONE OVAL FOR EACH ITEM LISTED)

	Excellent	Very Good	Good	Fair	Poor
a. Ability to diagnose problems properly	☐	☐	☐	☐	☒
b. Quality of work performed on your vehicle	☐	☐	☐	☐	☒
c. Thoroughness in fulfilling your requests	☐	☐	☐	☐	☒
d. Availability of parts for service	☐	☐	☐	☐	☒
5. Was the work done right the first time?

☐ Yes (Go to Q. 11)	☒ No
---	-------------------------------------
6. If not done right the first time, what seemed to be the problem? (MARK ALL THAT APPLY)

☒ Poor workmanship/Work was not done right	☐ Could not find the problem	☒ Shop caused new problem
☒ Improper diagnosis	☐ Parts not available	☐ No repair currently available
☒ Broke again after being fixed	☒ Service department too busy	☒ Other
7. How many times did you return to Red McCombs Hyundai, Inc. to get the problem fixed?

☐ None	☐ One	☒ Two	☐ Three	☐ Four or more
----------------------------	---------------------------	--------------------------------------	-----------------------------	------------------------------------
8. Did you require any alternate transportation while your vehicle was serviced?

☒ Yes	☐ No (If No, go to Q. 11)
--------------------------------------	---
9. Did the dealership provide you with the alternate transportation you needed?

☐ Yes	☒ No (If No, go to Q. 11)
---------------------------	--
10. Which form of alternate transportation was provided from the list below?

☐ Dealer pick-up or drop-off service	☐ Loaner vehicle	☐ Shuttle bus	☐ Rental	☐ Other
--	--------------------------------------	-----------------------------------	------------------------------	-----------------------------

PICKING UP YOUR VEHICLE AFTER SERVICE

11. How would you rate Red McCombs Hyundai, Inc. on the following: (MARK ONE OVAL FOR EACH ITEM LISTED)

	Excellent	Very Good	Good	Fair	Poor
a. Promptness in having your vehicle ready when promised	☐	☐	☐	☐	☒
b. Explanation of work performed on your vehicle	☐	☐	☒	☐	☐
c. Cleanliness and appearance of your vehicle after service	☐	☐	☒	☐	☐
12. Overall, how would you rate the amount of time it took to get your vehicle?

☐ Excellent	☐ Very Good	☐ Good	☐ Fair	☒ Poor
---------------------------------	---------------------------------	----------------------------	----------------------------	---------------------------------------

ABOUT THE SERVICE DEPARTMENT

13. How would you rate the SERVICE DEPARTMENT on the following:
(MARK ONE OVAL FOR EACH ITEM LISTED)
- | | Excellent | Very Good | Good | Fair | Poor |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Value of service you received | ☐ | ☐ | ☐ | ☐ | ☐ |
| b. Valuing you as a customer | ☐ | ☐ | ☐ | ☐ | ☐ |
| c. Standing behind their service | ☐ | ☐ | ☐ | ☐ | ☐ |
| d. Convenience of location | ☐ | ☐ | ☐ | ☐ | ☐ |
| e. Convenient days and hours of operation | ☐ | ☐ | ☐ | ☐ | ☐ |
| f. Cleanliness and appearance of service facility | ☐ | ☐ | ☐ | ☐ | ☐ |
14. Was a time estimate provided prior to the start of service? ☐ Yes ☒ No
15. Was your vehicle fixed and returned to you on the same day that it was brought into Red McCombs Hyundai, Inc.? ☒ Yes ☐ No
16. After the vehicle was returned to you, did Red McCombs Hyundai, Inc. contact you to ensure the work was performed to your satisfaction? ☒ Yes ☐ No

SUMMING IT ALL UP

17. Overall, how satisfied are you with this recent service experience?
- ☐ Completely Satisfied ☐ Very Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☒ Very Dissatisfied
18. How likely are you to:
(MARK ONE OVAL FOR EACH ITEM LISTED)
- | | Definitely Would | Probably Would | Not Sure | Probably Would Not | Definitely Would Not |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| a. Use this dealership when you need require service or repair? | ☐ | ☐ | ☐ | ☐ | ☒ |
| b. Recommend this dealership to a friend or relative? | ☐ | ☐ | ☐ | ☐ | ☒ |
| c. Purchase another Hyundai? | ☐ | ☐ | ☐ | ☐ | ☒ |
| d. Buy from this servicing dealer? | ☐ | ☐ | ☐ | ☐ | ☒ |

ABOUT YOU

19. Are you: ☐ Male ☒ Female
20. In what year were you born? 19 55
21. Are you: ☐ White/Caucasian ☐ Black/African-American ☐ Asian ☒ Hispanic ☐ Other (Specify)
22. Which one of the following groups best describes your household's total annual income before taxes?
(MARK ONLY ONE ANSWER)
- | | | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|---|---|
| ☐ Under \$25,000 | ☐ \$40,000-49,999 | ☐ \$70,000-79,999 | ☐ \$100,000-124,999 | ☐ \$175,000-199,999 |
| ☐ \$25,000-29,999 | ☐ \$50,000-59,999 | ☐ \$80,000-89,999 | ☐ \$125,000-149,999 | ☐ \$200,000-249,999 |
| ☐ \$30,000-39,999 | ☐ \$60,000-69,999 | ☐ \$90,000-99,999 | ☐ \$150,000-174,999 | ☐ \$250,000 or more |
23. What method of contact do you prefer?
- ☒ Mail ☐ Phone ☐ E-mail
- Area Code _____ Telephone Number _____
- E-mail Address _____

COMMENTS: MARCH-15-2003 They gave me a coupon - 16 pt. Brake Inspection. And they did not check my brakes. My engine light was still on & Air Con was not working. If you would like to tell us anything else about your experience at Red McCombs Hyundai, Inc., please use the space below.

I spoke to Mitchell De la Cruz & Connie when they asked about this survey and I told them that I had asked Rick to check Computer about the fims and also the brakes were not working. He claims the brake needed to be adjusted with time, since it was a new car they make noise but he gave me a paper to go by. He was more concerned over the survey being returned to him.

THANK YOU FOR TAKING THE TIME TO PARTICIPATE IN THIS IMPORTANT STUDY.

Please return to: Hyundai Motor America Survey Center • 2625 Townsgate Road • Westlake Village, CA 91361-2702

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850
Telephone 714 965-3000

December 3, 2003

[REDACTED]
San Antonio, TX [REDACTED]

Re: HMA File# [REDACTED]

Dear Ms. [REDACTED]

Thank you for your recent correspondence. We have thoroughly reviewed your comments and indeed regret the circumstances you have experienced.

Our review of the materials provided and our inspection of the vehicle found no mechanical fault with the brakes in your Elantra. The entire brake system was thoroughly reviewed and checked. We were unable to find any malfunctions or defects.

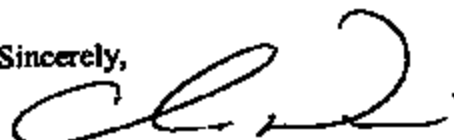
Our inspection also confirmed that your vehicle's airbag system operated according to its design in connection with your accident. Your Elantra's frontal airbags are not intended to deploy during every impact that is generally directed against the vehicle's front end. Frontal airbags are designed to deploy when a vehicle has sustained a sufficient forward deceleration to trigger the bag sensor. The airbag sensor reacts to extreme deceleration of the vehicle's forward movement. Based upon the information provided, it appears that this accident involved an angular impact involving lateral forces. Our inspection found no indication of a malfunction or any operational deficiencies in your vehicle's airbag system. The frontal component to your collision simply was not sufficient to warrant airbag deployment.

Thus, based on the information available to us, because we can find no basis to conclude that your accident resulted from a product defect, we must respectfully deny your claim.

We apologize for the inconvenience this situation may have caused. We do need to advise you that this is Hyundai's final decision in this matter. If you should have any other concerns that you want to discuss with us, please feel free to write or call our Consumer Assistance Center at 1 (800) 633-5151.

We have your comments on file in our office and appreciate your taking the time to write us.

Sincerely,



Christine Wein
National Consumer Affairs

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850
Telephone 714 965-3000

OWNER AUTHORIZATION REQUEST

HYUNDAI MOTOR AMERICA HAS BEEN ASKED TO INSPECT THE FOLLOWING VEHICLE:

<u>CUSTOMER</u>	<u>VIN#</u>	<u>MODEL</u>	<u>YEAR</u>	<u>CLAIM#</u>
-----------------	-------------	--------------	-------------	---------------

[REDACTED]	KMHDN45D13	[REDACTED]	2003	[REDACTED]
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EJANTRA

THE VEHICLE IS LOCATED IN YOUR INSURANCE/SALVAGE YARD. PLEASE AUTHORIZE A REPRESENTATIVE FROM HYUNDAI MOTOR AMERICA TO PERFORM THE NECESSARY INTERIOR/EXTERIOR INSPECTION OF THE VEHICLE. THANK YOU IN ADVANCE FOR YOUR COOPERATION.

PRESENT OWNER:

I, [REDACTED] (NAME/ TITLE) AUTHORIZE THE INSPECTION OF THE FOLLOWING

VEHICLE (VIN#) KMHDN45D13 [REDACTED] AT OUR INSURANCE/SALVAGE YARD.

[REDACTED]
(SIGNATURE)

9-30-03
(DATE)

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20650
Fountain Valley, CA 92728-0650
Telephone 714 966-3000

09/11/2003

[REDACTED]
[REDACTED]
San Antonio, TX
[REDACTED]

Dear Ms. [REDACTED]

This notice is sent to you in response to your recent inquiry. To assist us in our investigation, you must forward the information and/or documents listed below within 30 days from the date of this letter.

- A. Color photographs of your damaged Hyundai, including:
1. Front end, side and rear
 2. Engine compartment
 3. Front and rear interior
 4. Vehicle Identification Number (VIN) plate, top left side of dashboard, next to windshield
- B. Any documents reflecting payments made to you by your insurance company.
- C. An itemized list of damages you are claiming, including medical reports. Attach any supporting documents you may have in your possession.
- D. A description of the Hyundai vehicle, including the VIN and mileage.
- E. All reports indicating the cause of the incident.
- F. The date, location and details of the incident, including the usage of the vehicle prior to the incident.
- G. Purchase Agreement/Bill of Sale
- H. Repair/maintenance invoices in your possession.
- I. Signed Owner Authorization Request

Providing this information will expedite our investigation and ensure a prompt response to your claim. You will be contacted once the documents you submit have been received and reviewed.

If we do not receive all the information/documents requested within 30 days from the date of this letter, we will presume that you no longer wish to have Hyundai review your claim and we will close our file.

****Please direct all correspondence to Hyundai's National Consumer Affairs Department and reference your assigned file number along with a current daytime telephone number.****

Sincerely,

Christine Wein
National Consumer Affairs

[REDACTED] - Claim
[REDACTED] - FAX

I WILL SEND YOU this Documents
in the mail. Along with the Pictures

[REDACTED]

If You Maintain Your Vehicle Properly!

It Will:

*Make It Last Longer!
Retain Higher Value!
Saves Money!*

Premium Services

*The best way to make your vehicle
perform better & last longer.*

Supreme Engine Cleaning

Every engine deserves a clean start.
Maximize engine life.
Purge equipment, cleans complete
engine of varnish buildup.
Improve emissions.
Improve gas mileage.

Recommended at 30k intervals

\$119²²

Transmission Flush

Service will prevent
premature component wear.
Replace deteriorated fluid.
Reduce varnish buildup.
Prevent internal leak development.
Condition and revitalize seals.
Replace all fluid
(drain only approx. 40%)

Recommended at 30k intervals

\$119²²

Fuel Injection Service

Improve performance
for best fuel economy.
Reduce varnish buildup.
Recommended at 15k intervals
or annually.

\$79²²

Purge Brake Hydraulics

Improve brake hydraulics life.
Improved braking under heat.
Purge worn brake fluid.
Test hydraulic system.
Bleed system of power robbing air.
Whenever brakes are refilled or
recommended at 30k intervals.

\$59²²



HYUNDAI

Ask Your Advisor About

GENUINE HYUNDAI ACCESSORIES

- Security Systems
- Security System Upgrades
- Window Tint and More!!

Make it Shine!!!

*We also offer
Complete Detail Services.
As low as \$69.95*

**ASK ABOUT
FREE SHUTTLE SERVICE**

Card Here



HYUNDAI

**WE SHOULD BE THE PLACE FOR
ALL YOUR SERVICE BECAUSE!**

- ♦ Factory Trained & Certified Technicians
- ♦ Genuine Hyundai Parts
- ♦ Courtesy Transportation
- ♦ Competitive Prices
- ♦ Convenient Hours
- ♦ Largest Hyundai Parts Inventory in Texas



Monday - Friday 7:00 am - 7:00 pm
Saturday - 7:30 am - 2:30 pm

210-256-5200

VEHICLE TAG #

1988 & Later Models				HYUNDAI MOTOR CARE MAINTENANCE SCHEDULE					Miles	
SCHEDULED MAINTENANCE SERVICE				3750 7500 11250 15000 18750 22500 26250 30000 33750 37500 41250 45000 48750 52500 56250 60000 63750 67500 71250 75000 78750 82500 86250 90000 93750	7500 22500 37500 52500 67500 82500 97500	15000 45000 75000	30000 60000 90000	60000	Comments	
LABOR	PARTS									
\$ 9.11	\$ 13.00	803	P1	Superior Hyundai "14 Point Quality Service" includes Valvoline oil change and filter, lubricate chassis, locks, hinges, inspect all fluid levels, hoses, belts, undercarriage, battery cables, tire wear, tire inflation. Check operation of directional signals, horn and wipers. Top off windshield washer fluid.	\$ 24.95	\$ 24.95	\$ 24.95	\$ 24.95	\$ 24.95	
\$ 36.18		810	F6	Retire and Balance Tires includes rotate 4 tires front to back on same side or X method as specified for your vehicle and computerized spin balancing.		\$ 37.99	\$ 37.99	\$ 37.99	\$ 37.99	The tire manufacturers recommend rotation every 8,000 to 10,000 miles. (Tire rotation only \$14.95/4)
\$79.88	\$ 55.23	808	T1	Throttle Body /Fuel Injection service (Engine Fuel system Cleaning)			\$ 79.99	\$ 79.99		
\$ 7.81	\$ 14.95	801	P4	INSPECT AIR CLEANER FILTER replace if necessary			\$ 29.99	\$ 29.99	\$ 29.99	
\$49.75		813	F10	Two Wheel Alignment: The tire manufacturer recommends to check your alignment if you notice tire wear. CAUTION: Once tires begin to wear, adjustments will not correct tire wear and premature tire wearout or failure may result.			\$ 54.99	\$ 54.99	\$ 54.99	Some vehicles require four wheel alignment. The price for these is only \$8.95
\$ 8.58		801	P9	INSPECT FUEL TANK CAP AND LINES: includes fuel injector jets and lines for leaks, damage or leakage. Inspect fuel tank cap for proper tightness.			\$ 8.99	\$ 8.99	\$ 8.99	
\$ 31.90		805	B1	Brake Inspection: remove all wheels, inspect brakes for proper operation.		\$ 33.90	\$ 33.90	\$ 33.90	\$ 33.90	Dealer recommends at least semi-annual inspection
\$ 45.14	\$ 8.02	806	B2	Brake Fluid Flush: includes replacement of brake fluid from brake hydraulic system				\$ 59.99	\$ 59.99	
\$ 31.54	\$ 32.22	807	P8	REPLACE FUEL FILTER: We can not assure you the fuel you purchase is free from contamination.			\$ 71.95	\$ 71.95	\$ 71.95	Dealer Recommendation
\$ 48.84	\$ 32.90	810	A1	Change Automatic Transmission Fluid includes drain fluid from pan, replace filter and oil pan gasket, refill with new Valvoline fluid.				\$ 89.99	\$ 89.99	(800) service is only \$119.95
FREE		800	P3	INSPECT ENGINE ACCESSORY DRIVE BELT	FREE	FREE	FREE	FREE	FREE	
\$ 20.94		803	R2	PRESSURE TEST COOLING SYSTEM includes inspect hoses, clamps, belts and freeze plugs for wear or leakage.			\$ 21.99	\$ 21.99	\$ 21.99	Dealer recommends annual inspection
\$ 48.29	\$ 14.50	808	R1	Drain, Flush and refill Cooling System includes inspect and clean radiator and condenser, inspect cap and filler neck.				\$ 71.99	\$ 71.99	
\$ 51.85	\$ 11.01	808	P12	REPLACE SPARK PLUGS, (4 cyl.) INSPECT SPARK PLUG WIRES				\$ 70.95	\$ 70.95	V-6 use platinum tip spark plugs only \$139.99 @ 20,000 MILES (8004)
\$239.79	\$ 95.04	840	TB1	REPLACE TIMING BELT AND DRIVE BELT:					\$ 378.98	
The Cost Per Mile Of Driving To Properly Maintain Your Vehicle According To These Recommendations is .02 Cents Per Mile					\$ 24.95	\$ 96.44	\$ 383.33	\$ 686.24	\$ 958.24	NOTE: All Prices Quoted Include Parts, Labor, Materials, Supplies and Taxes.
					L-0811	L-07719	L-018580	L-038818	L-028898	
					L-000023	L-000013	L-000043	L-000057	L-00107	

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**