



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10224690

16-APR-2008

2008 MAY 13 AM 10:53

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City DEKALB

State IL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 [REDACTED] Date 5/11/08

VEHICLE INFORMATION

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

5NPEU46F47H [REDACTED]

Make

HYUNDAI

Model

SONATA

Model Year

2007

Date Purchased

16 OCT 06

Nov 25, 2006

Dealer's Name and Telephone Number
BRIAN BEMIS HYUNDAI FORD

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SICKAMORE Sycamore

State

IL

Zip Code

60178

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

6 cylinder
UNKNOWN automatic
transmission

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: ☒ Around 50-100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15 NOV 2006

Failure Mileage

34000

Failure Speed

0

12/28/06

Almost continually since delivery of car. First documented date 12/28/06

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: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire 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

0

Number of Deaths

0

Reported to Police

N

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).

TL*THE CONTACT OWNS A 2007 HYUNDAI SONATA. WHEN SOMEONE WAS SEATED IN THE FRONT PASSENGER SEAT, THE AIR BAG SENSOR WOULD NOT REGISTER THAT THE SEAT WAS OCCUPIED. THE AIR BAGS WOULD NOT DEPLOY IN THE EVENT OF A CRASH. THE DEALER AND MANUFACTURER STATED THAT NOTHING COULD BE DONE. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 40,000 AND FAILURE MILEAGE WAS 34,000.

even though it started from 0 miles, see attached invoices

at this time. They are not sure when they will have a fix. (over)

IS a 6 cylinder automatic transmission

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 response, or a statistical summary thereof, may be used in support of the agency's action.

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

ATTACH ADDITIONAL SHEETS IF NECESSARY

I do not feel safe in the vehicle. Sometimes the airbags are functioning and for no reason they stop functioning according to the indicator light. I have been in contact with the manufacturer who refuses to provide a rental car while I'm waiting for a fix. It's an intermittent problem and just because it doesn't happen ~~the~~ when trying to show a representative doesn't mean that the problem doesn't exist. My case # with Hyundai is [redacted] Hyundai's phone # is 1 800 633 5151.

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

BRIAN BEMISFord · Lincoln · Mercury
Hyundai · Mazda

158505

2 4 2 3 4

INVOICE

Located at: 1380 Dekalb • Sycamore, IL 60178
Phone (815) 895-4584 • Fax (815) 899-8699
Mailing address: 1875 Dekalb Ave.
Sycamore, IL 60178
(815) 895-8105 • Fax: (815) 895-8104

DEKALB, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9121 JAY WILKERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
AQUA	07	HYUNDAI SONATA	5NPEU46F47H		1000/1000		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV06 IS			18:00 28DEC06			VARIES	28DEC06
R.O. OPENED		READY	OPTIONS: STK:HY7-51 DLR:9 AXL:9				

09:49 28DEC06 10:57 28DEC06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHANGE OIL & FILTER							
00FOZ1P CHANGE OIL & FILTER							
	9006	CH				8.00	8.00
1	26320-3C100	SERVICE KIT			8.87	7.00	7.00
1	21513-23000	GASKET-OIL			1.83	1.83	1.83
5	*5W20*	OIL			1.80	1.80	9.00
PARTS:	17.83	LABOR:	8.00	OTHER:	0.00	TOTAL LINE A:	25.83

B MULTI-INSPECTIONS

00FOZ99P MULTI-INSPECTIONS							
	9006	CH				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C TIRE INSPECTION

00FOZTIRE TIRE INSPECTION							
	9006	CH				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D BRAKE INSPECTION

00FOZBRAKE BRAKE INSPECTION							
	9006	CH				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E CUSTOMER STATES TAHT THERE IS A RATTLE IN THE FRONT END OF THE VEH

04 ORDERED THE EXHAUST SHIELD WILL CONTACT							
CUSTOMER WHEN IT COMES IN							
	9006	CH				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

X

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

CUSTOMER COPY

158505

2 4 2 3 4

BRIAN BEMIS

Ford · Lincoln · Mercury

Hyundai · Mazda

INVOICE

Located at: 1380 Dekalb * Sycamore, IL 60178

Phone (815) 895-4584 * Fax (815) 899-8699

Mailing address: 1875 Dekalb Ave.

Sycamore, IL 60178

(815) 895-8105 · Fax: (815) 895-8104

DEKALB, IL

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 9121 JAY WILKERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
AQUA	07	HYUNDAI SONATA	5NPEU46F47H		1000/1000		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV06 IS			18:00 28DEC06			VARIES	28DEC06
R.O. OPENED		READY	OPTIONS: STK:HY7-51 DLR:9 AXL:9				

09:49 28DEC06 10:57 28DEC06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F							
CUSTOMER STATES THAT THE PASS SIDE AIRBAG READS OFF WSOMETIMES WHEN							
YOU ARE SITTING IN THE SEAT PLEASE CHECK OUT							
10 SYSTEM IS WORKING OK AT THIS TIME COULD NOT							
DUPLICATE CUSTOMER CONCERN NO CODES IN THE							
SYSTEM AT THIS TIME							

9006	CH					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

WELCOME TO THE NEW

BRIAN BEMIS FORD MAZDA HYUNDAI

MERCURY

HYUNDAI

MAZDA

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	8.00
PARTS AMOUNT	17.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.83
LESS INSURANCE	0.00
SALES TAX	1.25
PLEASE PAY THIS AMOUNT	27.08

CUSTOMER COPY

158505

27925

BRIAN BEMIS

Ford · Lincoln · Mercury

Hyundai · Mazda

INVOICE

PAGE 1

Located at: 1380 Dekalb * Sycamore, IL 60178

Phone (815) 895-4584 * Fax (815) 899-8699

Mailing address: 1875 Dekalb Ave.

Sycamore, IL 60178

(815) 895-8105 · Fax: (815) 895-8104

DEKALB, IL

HOME:

SERVICE ADVISOR: 9121 JAY WILKERSON

COLOR	YEAR	HYUN	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
AQUA	07	HYUN	5NPEU46F47H		7040/7040		
DEL DATE	PROD. DATE	WARRANTY	WARRANTY	PO NO.	RATE	PAYMENT	INV. DATE
28NOV06 IS			WAIT 02MAY07			VARIES	03MAY07

R.O. OPENED	READY	OPTIONS:
07:51 02MAY07	12:43 03MAY07	STK:HY7-51 DLR:9 AXL:9

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

A CUSTOMER STATES THAT THE PAINT IS PEELING ON THE FRONT BUMPER

17 PAINT IS COVERED UNDER WARR HAS APPT 5/15/07

WILL TAKE A COUPLE OF DAYS TO THREE

9121	CH					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER STATES THAT THE PASS SIDE AIRBAG LIGHT STAYS ON WHEN SOMEONE IS SITTING IN THE SEAT ADULT IS SITTING ON THE SEAT AND THE LIGHT STILL STAYS ON

10 COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS

TIME NO CODES IN SYSTEM IS WORKING PROPERLY

TODAY

9535	CH					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CUSTOMER STATES THAT THERE IS A RATTLE IN THE DASH WHEN DRIVING IS NOT HAPPENING NOW WANTS IT NOTED IN COMPUTER

17 TEST DROVE VEH COULD NOT DUPLICATE CUSTOMER

CONCERN AT THIS TIME

9535	CH					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CUSTOMER STATES WHEN IT IS COLD THERE IS A CLUNK IN THE WINDSHIELD WHEN DRIVING OVER BUMPS IS NOT HAPPENING NOW CUSTOMER WANTED IT NOTED IN COMPUTER

17 TEST DROVE VEH COULD NOT DUPLICATE CUSTOMER

CONCERN

9535	CH					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

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

X

CUSTOMER COPY

158505

29924

BRIAN BEMIS

Ford · Lincoln · Mercury

Hyundai · Mazda

INVOICE

Located at: 1380 Dekalb * Sycamore, IL 60178

Phone (815) 895-4584 * Fax (815) 899-8699

Mailing address: 1875 Dekalb Ave.

Sycamore, IL 60178

(815) 895-8105 · Fax: (815) 895-8104

DEKALB, IL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 9121 JAY WILKERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
AQUA	07	HYUNDAI SONATA	5NPEU46F47H		9650/9650		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV06 IS			18:00 09JUL07			VARIES	10JUL07
R.O. OPENED		READY	OPTIONS: STK:HY7-51 DLR:9 AXL:9				
07:40 09JUL07		17:29 10JUL07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	A CUSTOMER STATES THAT THE TRUNK DOES NOT OPEN SOMETIMES FROM THE SWITCH ON THE DRIVERS SIDE DOOR REPLACED THE SWITCH ALREADY						
10	FOUND THE DRIVERS SIDE WIRING HARNESS SHORTED OUT, REPLAED THE WIRING HARNESS PROBLEM CORRECTED						
	9260	WH					(N/C)
1	91600-0A011	WIRING ASM					(N/C)

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

 B CUSTOMER STATES THAT THE PASS SIDE AIRBAG DOES NOT WORK ALL THE TIME
 TO COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS
 TIME HAD TWO TECHS LOOK AT VEH COULD NOT
 DUPLICATE EVERYTHING TESTS OK AT THIS TIME
 9260 WH (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

 SERVICE DEPT HOURS ARE:

M-F 7:30 TO 5:30 SATURDAY 7:30 TO 4:00

GET YOUR OIL CHANGE PUNCH CARD TODAY

PURCHASE 4 OIL CHANGES RECEIVE THE 5TH FREE

EVERY SERVICE VISIT INCLUDES A FREE CAR WASH

AND ALTESCO DIAG SERVICE TEST LANE CHECKING

BRAKES, SUSPENSION AND ALIGNMENT ***FREE***

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

X

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

Cleaned
upholstery

Talked to Mike
no service person

158505

12-1

30147

BRIAN BEMIS

Ford · Lincoln · Mercury
Hyundai · Mazda

Located at: 1380 Dekalb * Sycamore, IL 60178
Phone (815) 895-4584 * Fax (815) 899-8699
Mailing address: 1875 Dekalb Ave.
Sycamore, IL 60178
(815) 895-8105 · Fax: (815) 895-8104

DEKALB, IL

HOME: [REDACTED] BUS: [REDACTED]

will order
panel

INVOICE

PAGE 1

SERVICE ADVISOR: 9071 MARK LANKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
AQUA	07	HYUNDAI SONATA	5NPEU46F47H		9651/9651		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV06 IS			18:00 16JUL07			VARIES	17JUL07
R.O. OPENED		READY	OPTIONS: STK:HY7-51 DLR:9 AXL:9				

08:22 16JUL07 07:23 17JUL07

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES ON HISTORY REPAIR ORDER THE PASS SIDE AIR BAG LIGHT
GOES ON AND OFF WHILE SITTING IN PASS SEAT CONFIRMED WITH
CUSTOMER, SHE CAME TOOK US AND LOOKED AT CAR WITH MARK, THEN
CALLED HOTLINE AND DPSM, PER HYUNDAI REPLACE SEAT BOTTOM
HYUNDAI DPSM GAVE MARK THE PART NUMBER TO ORDER 882000A541FZ0

10 FOUND THE SENSOR IN THE PASS SIDE SEAT NOT
WORKING PROPERLY, CALLED HYUNDAI REP ORDERED
PART FROM HIM, INSTALLED SWITCHED SEAT COVER

9260 WH

1 88200-0A541-FZ0 CUSHION AS

(N/C)

(N/C)

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

B** CUSTOMER STATES THAT THE TRUNK SWITCH KEEPS POPPING OUT WHEN YOU
USE IT PLEASE CHECK OUT

17 FOUND THE TAB BROKEN ON THE TRUNK SWITCH,
REPLACED THE TRUNK SWITCH PROBLEM CORRECTED

9260 WH

1 93555-3K000-QD SWITCH ASM

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

IMPORTANT

You may receive a satisfaction
survey from the manufacturer in the
next few weeks. If for any reason you
cannot grade us "Completely Satisfied",
please contact your Service Manager
immediately. Your satisfaction
is our No. 1 concern.

SERVICE DEPT HOURS ARE:

M-F 7:30 TO 5:30 SATURDAY 7:30 TO 4:00

GET YOUR OIL CHANGE PUNCH CARD TODAY

PURCHASE 4 OIL CHANGES RECEIVE THE 5TH FREE

EVERY SERVICE VISIT INCLUDES A FREE CAR WASH

AND ALTESCO DIAG SERVICE TEST LANE CHECKING

BRAKES, SUSPENSION AND ALIGNMENT ***FREE***

DISCLAIMER: These parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby
expressly disclaims any express or implied, including any implied warranty of merchantability or fitness for a
particular purpose. BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in
connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the
manufacturer's warranty. You shall not be entitled to recover from the selling dealer any consequential damages, damages to
property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE
EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING
REASONABLE ATTORNEY FEES.

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

X

CUSTOMER COPY

158505

37904

BRIAN BEMISFord · Lincoln · Mercury
Hyundai · Mazda

INVOICE

Located at: 1380 Dekalb * Sycamore, IL 60178
 Phone (815) 895-4584 * Fax (815) 899-8699
 Mailing address: 1875 Dekalb Ave.
 Sycamore, IL 60178
 (815) 895-8105 * Fax: (815) 895-8104

DEKALB, IL

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 9915 MIKE PERCUDANI

SERVICE HISTORY: 9915 MIKE PERCUDANI									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
AQUA	07	HYUNDAI SONATA		5NPEU46F47H			21909/21909		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
28NOV06 IS			18:00 03APR08				VARIES	03APR08	
R.O. OPENED		READY		OPTIONS: STK:HY7-51 DLR:9 AXL:9					

07:36 03APR08 12:07 03APR08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					A CUSTOMER STATES HAS A CLUNK NOISE GOING OVER BUMPS CHECK SOP		
	00				INSPECT AND PERFORMED TSB 07-80-003. FOR CREAK		
					NOISE OVER BUMPS, INSTALLED LUBRICANT TO		
					WINDSHIELD, RETEST ROADTEST		
		9260	WH				(N/C)

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

B CUSTOMER STATES CHECK PASS SIDE AIR BAG SEEMS LIKE THE LIGHT OFF
 LIGHT IS COMING BACK ON AGAIN WHEN SHE IS SITTING IN THE SEAT
 CHECK AND ADVISE

10 COULD NOT DUPLICATE AT THIS TIME

9260 CH 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SERVICE DEPT HOURS ARE:

M-F 7:30 TO 5:30 SATURDAY 7:30 TO 4:00

GET YOUR OIL CHANGE PUNCH CARD TODAY

PURCHASE 4 OIL CHANGES RECEIVE THE 5TH FREE
 EVERY SERVICE VISIT INCLUDES A FREE CAR WASH
 AND ALTESCO DIAG SERVICE TEST LANE CHECKING
 BRAKES, SUSPENSION AND ALIGNMENT ***FREE***



DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, BRIAN BEMIS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRIAN BEMIS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the Seller, BRIAN BEMIS CHEVROLET in no way effects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

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

X

CUSTOMER COPY