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

2008 MAY 12 AM 8:28

FOR AGENCY USE ONLY 100148	
Date Received 18-APR-2008	Repository ☐
	Reference No. 10224961

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]			
City MONROE	State WA	Zip Cod [redacted]	Evening Telephone Number [redacted]

Do you authorize NHT[redacted]our vehicle? ☒ YES ~~☐ NO~~
In the absence of an[redacted]ess to the vehicle manufacturer.
Signature of Owner [redacted] Date 4/25/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
KMHCN36C[redacted]	HYUNDAI	ACCENT	2007

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
06-AUG-07	Hyundai of Bellingham	No: Cylinders 4	Gas
Original Owner ☒	Dealer's City: Bellingham / State: WA / Zip Code: 98228		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☐ Antilock Brakes ☐ Cruise Control	FRONT WHEEL DRIVE	141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
			Multiple Failure: 20

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
20-SEP-2007	3452	0	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 ACCENT. THE CONTACT STATED THAT THE AIR BAG LIGHT WAS ILLUMINATED ON THE DRIVER SIDE. SHE TOOK THE VEHICLE TO THE DEALER, BUT THEY DID NOT RECOGNIZE THE ERROR CODES AND JUST TURNED OFF THE AIR BAG LIGHT. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS SAFE TO DRIVE. IN DECEMBER OF 2007, THE LIGHT ILLUMINATED AGAIN. THE SERVICE DEPARTMENT CLEANED THE CONNECTION AND CLEARED THE CODES. ON JANUARY 14, 2008, THE FAILURE RECURRED A THIRD TIME. THE DEALER CLEARED THE ERROR CODES AND ORDERED PARTS FOR THE SEAT BELTS, WHICH REGULATED THE AIR BAG SENSOR. THE LIGHT ILLUMINATED AGAIN A COUPLE OF DAYS LATER AND THE DEALER INSTALLED THE PART FOR THE SENSOR. NEXT, THE PASSENGER SIDE AIR BAG LIGHT BEGAN ILLUMINATING INTERMITTENTLY. WHEN THE CONTACT'S ~~DAUGHTER~~ (5'7 AND 118 LBS) WOULD SIT IN THE PASSENGER SEAT, THE LIGHT WOULD ILLUMINATE. THE DEALER STATED THAT THEY COULD NOT PROVIDE WEIGHT REGULATIONS (THE WEIGHT SOMEONE SHOULD BE FOR THE LIGHT NOT TO ILLUMINATE). THEY FURTHER STATED THAT THEY COULD PERFORM A DIAGNOSTIC ON THE VEHICLE. CONSUMER AFFAIRS STATED THAT THE AIR BAG SENSOR SHOULD ENGAGE AT 130-140 LBS, WHILE ANOTHER REPRESENTATIVE STATED THE AIR BAG SENSOR SHOULD ENGAGE SOMEWHERE BETWEEN 90 AND 120 LBS. ANOTHER DEPARTMENT AGREED WITH CONSUMER AFFAIRS REGARDING THE WEIGHT. AS OF JANUARY OF 2008, THERE WAS MOISTURE IN THE TAIL LIGHTS, WHICH COULD CAUSE POOR ILLUMINATION.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Another Hyundai service department, said that the front passenger airbag is never a problem for a person 130-140 pounds, because their weight distributes evenly over the seat, but the sensor is farther forward, where the legs go , so if a lighter person is sitting deep in the seat, sometimes that air bag light will come on disengaging the air bag.

I am afraid to ride in my own car. I know that there are mandatory air bag rules, but my car only has a sensor for weight not stature. At 5'7" I am not smaller then the 5% woman. This makes me think Hyundai is having a compliance issue.

On April 23, 2008 engine light came on again, car runs rough, and is in for diagnostic testing currently.
poss. DTC - P0300 "multiple Random cylinder missfire" as per Hyundai TSB on their website

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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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

POSTAGE WILL BE PAID BY ADDRESSEE

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

safercar.gov

Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

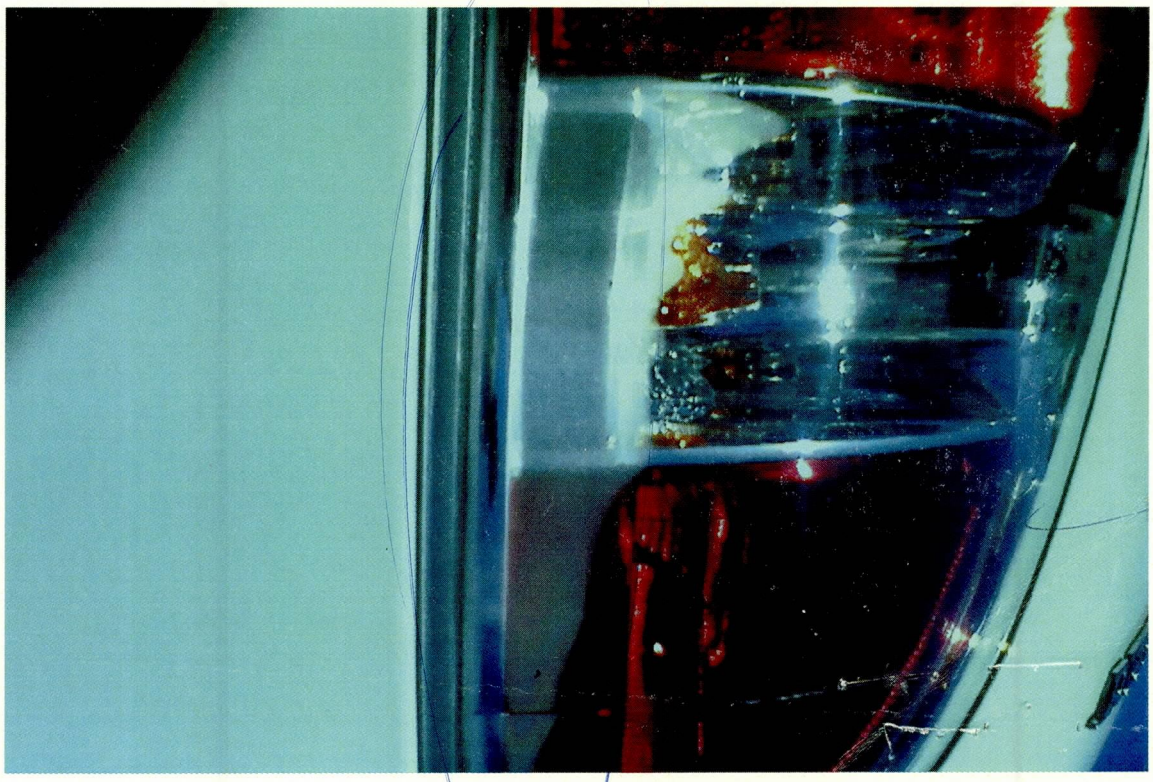
or call:

Vehicle Safety Hotline

888-327-4236

NHTSA
www.nhtsa.gov

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



March 15, 2008

To: Hyundai Motor America
Consumer Assistance Center
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728

RE: Repurchase Request 2007 Hyundai Accent SE 3-Door
Model # 14342
Vin # KMHCN36C[redacted]

Hyundai Manufacture,
I request Hyundai to repurchase above car, do to:
<u>serious safety defect</u> of driver side air bag 9-20-07 --1-23-08

Summary of serious safety defect:
Electrical problems started 9-20-07, codes were checked and cleared. "problem fixed"
Then 12-13-08 came on again, were checked, cleaned and cleared "problem fixed"
Then 1-14-08 came on again, at which time they cleared the codes and ordered the part for the defective L.F seat belt buckle and scheduled 1-23-08 appt.
1-23-08 defective part was finally replaced.

Date of Purchase : 8-6-07 Current Mileage: 10,123

Selling Dealer: Bellingham Hyundai
P. O. Box 30440
Bellingham, WA 98228

Servicing Dealer #1 King Nissan Volvo (9-20-07 svs visit)
P.O. Box 28730
Bellingham, WA 98228
(360) 733-7300

Servicing Dealer #2 Hyundai of Everett (remaining svs visits_
4808 Evergreen Way
Everett, WA 98203
(425) 258-9100

Service dates: 9-20-07 Code light on, cleared codes
10-19-07 Check engine light, diagnosed random misfire, ordered parts.
10-26-07 Replaced thermostat and gasket. Cleared codes.
12-13-07 Driver's Air bag light on. Cleaned connections, turned off codes
1-14-08 Driver's air bag light on. Turned off airbag light, ordered part
1-23-08 Driver's air bag light on. Replaced L.F. buckle.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Hyundai Motor America
Consumer Asst. Center
10550 Talbert AVE
PO BOX 20850
Fountain Valley, CA 92728

2. Article Number
(Transfer from service label)

7007 0710 0001 8585 8283

PS Form 3811, February 2004 Domestic Return Receipt 102595-0

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X

B. Received by (Printed Name) [redacted]

C. Date of Delivery
3-6

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☒ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

P.O. Box 30440

Have a service appointment on 3-25-08 FOR CURRENT PROBLEMS:

1) Condensation in both tail lights. See Photo. (another serious safety hazard?)
2) Rattle / clunk on driver side rear when turning corners or over bumps.
3) Making noise when shift into reverse.

[redacted]
Monroe, WA [redacted]
Msg Phone: [redacted]

63121 63813

INVOICE

PAGE 1

KING NISSAN

P.O. BOX 28730
1516 Iowa Street
Bellingham WA 98228
Exit 254 on I-5
360-733-7300
www.kingnissan.com

[redacted]
MONROE, WA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 97 MICHAEL HINTHORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	07	HYUNDAI ACCENT	KMHCN36C47U[redacted]	[redacted]	3452/3452	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			17:00 20SEP07		89.00	CASH	20SEP07

R.O. OPENED	READY	OPTIONS:
15:14 20SEP07	15:29 20SEP07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS CASTROL SYNTEC OIL & FILTER CHANGE SERVICE			
CAUSE: PERFORMED SYNTEC OIL SERVICE			
S1.5 CUSTOMER REQUESTS CASTROL SYNTEC OIL & FILTER CHANGE SERVICE			
239 CN 0.40		12.74	12.74
1 26300-35502 OIL FILTER	8.00	6.00	6.00
4 SYN-TEC CASTROL-BL	3.25	3.25	13.00
CHANGED OIL AND FILTER, USED SYNTEC OIL			
**********			
CUSTOMER PAY ENVIROFEE/SUPPLY FOR REPAIR ORDER			0.50

THANK YOU
FOR
YOUR
BUSINESS!

SERVICE DEPT.
MON. - FRI.
7:30 AM -
5:30 PM

PARTS DEPT.
MON. - FRI.
7:30 AM -
5:30 PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	12.74
PARTS AMOUNT	19.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.50
TOTAL CHARGES	32.24
LESS INSURANCE	0.00
SALES TAX	2.67
PLEASE PAY THIS AMOUNT	34.91

CUSTOMER COPY

TECH #	PARTS INITIAL	PARTS RETURNED

AM/FM/CD CHANGER	
AIR CONDITIONING	
REAR A/C	
MEMORY SEATS	
AUTO TRANSMISSION	
MANUAL TRANSMISSION	
CRUISE CONTROL	
POWER ANTENNA	
POWER BRAKES	
POWER DOOR LOCKS	
POWER MIRRORS	
POWER SEATS	
POWER STEERING	
POWER WINDOWS	
REAR DISC BRAKES	
SKID PLATE	
STRUT RODS	
OIL DYE	
A/C LEAK TESTS	
ABS	
SRS	
4X4	
AWD	
TRANSFER UNIT	
TURBO	

NOTES:

COMMENTS OF CAUSE & CORRECTION

Completed Lot and Inspection
Checked for codes
Cleared found codes
Test Drove. Codes did Not Return

LABOR RECORD

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 63813	TIME	OFF
	4	OPER NO.	3	20 SEP PM 3.8
		EMP. NO. 239		20 SEP PM 3.5

FLAG SHEET	OFF	ON	11
FLAG SHEET	OFF	ON	10
FLAG SHEET	OFF	ON	9
FLAG SHEET	OFF	ON	8
FLAG SHEET	OFF	ON	7
FLAG SHEET	OFF	ON	6
FLAG SHEET	OFF	ON	5
FLAG SHEET	OFF	ON	4
FLAG SHEET	OFF	ON	3
FLAG SHEET	OFF	ON	2
FLAG SHEET	OFF	ON	1

HYUNDAI OF EVERETT

4808 Evergreen Way
Everett, WA 98203
Phone: (425) 258-9100
Toll Free: 1-866-4Hyundai (1-866-449-8632)

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01HYZ009 00HYZ5Q	9000 MILE SERVICE 5 QUART	MO MI		00HYZ4Q	4 QUART	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/03/06	68081	11	5842	5103	W	75HYZ01	PDI

SALESPERSON NO. SERVICE STATE REG# 602203949

TRANSMISSION: 4 SPD / 5 SPD / AUTO	VEHICLE I.D. NO.: KMHCN36C4[redacted]	YEAR/MAKE/MODEL: 07/HYUNDAI/ACCENT/ACCENT SE 3 DOOR	PRODUCTION DATE	STOCK NO.: 9660	LICENSE NO.	R.O. NO.: 85861
	[redacted]	CUSTOMER NO.: [redacted] / SERVICE CONTRACT	DELIVERY DATE: 01/26/07	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE: 10/19/07
	MONROE, WA [redacted]	COLOR: NORDIC WHITE/ / CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		TURBO: / TYPE: HYZZ / AIR COND / PS / TRANS	MILEAGE: 4,993	ADVISOR NO.: 5812	ADVISOR: ROBERT MARRIOTT	
	RESIDENCE PHONE: [redacted]	BUSINESS PHONE				
APPT:	DATE: 11:05am	TIME: 10/19/07 12:00pm	PRIORITY			
YES / NO	MILEAGE OUT	DATE OUT: 5/4/07				

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL

[redacted]

COMMENTS: CUSTOMER WAITING

1 W 10HYZ06 CHECK ENGINE LIGHT
CUSTOMER STATES CHECK ENGINE LIGHT ON

Pm28 P300

69-31
2500100-7
2500ATT-3

417
5/04

TERMS: CASH, CHECK OR CREDIT CARD

I hereby authorize the below repair work to be done along with the necessary material. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Estimeates are for labor only. Material is extra. Storage will be charged forty-eight hours after repairs are completed. In the event legal action is necessary to enforce this contract, I will pay reasonable Attorney's fees and Court costs. You are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

X _____

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

1. I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS. CONTACT ME IF THE PRICE WILL EXCEED THIS ESTIMATE BY MORE THAN 10%.
   $ _____ X _____
2. PROCEED WITH REPAIRS BUT CONTACT ME IF THE PRICE WILL EXCEED
   $ _____ X _____
3. I DO NOT WANT A WRITTEN ESTIMATE X _____

REVISED ESTIMATE $	OK'D BY ADV	DATE	TIME

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that HYUNDAI OF EVERETT makes no warranties of any kind, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall HYUNDAI OF EVERETT be liable for incidental or consequential damages or commercial losses arising out of such purchase. The HYUNDAI OF EVERETT purchaser further agrees that the warranties excluded by HYUNDAI OF EVERETT include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Any controversy or claim arising out of or relating to this contract or breach thereof, shall be settled in accordance with the arbitration rules of the consumer - business arbitration tribunal of the Better Business

85861

CUSTOMER COPY

TECHNICIAN'S COMMENTS

CORRECTION: ① verify MIL on, scan for codes
P0128 T-STAT
P0300 Random Misfire

CAUSE: Check order T-STAT & Gasket on 10-19-07 — T-STAT appears to be sticky

CORRECTION: INSTALL T-STAT & Gasket, clean codes & Retest — OK

CAUSE:

CORRECTION:

CAUSE:

CORRECTION:

PARTS RETURNED

PART	REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH.	FLAT RATE TIME	CODE	REPAIR ORDER TIME	LABOR RECORD: EMP. NO.	LINE NO.	ELAPSED TIME	TIME CLOCK
	85861	5104		.3		.3				OFF 7 ON
SIGN / DATE										
PART	85861	5104		.8		.8				OFF 4 ON ON
SIGN / DATE										OFF ON
PART #										OFF ON
										OFF ON
										OFF ON
SIGN / DATE										OFF ON
PART #										OFF ON
										OFF ON
SIGN / DATE										OFF ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST PLAYOUTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P.TEST	

LABOR TRANSFERRED

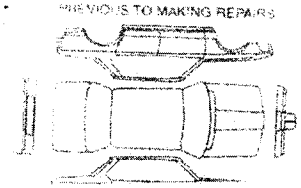
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

NOTE ANY DAMAGE CUSTOMER HAS IN VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F B

LF LR

FEB 18, 2008 LABOR OPERATION R/O 85861 Store 01 SERVC01 PORT 5004 3651

JOB#(1) OP/CODE 10HYZ06 CHECK ENGINE LIGHT LT/? CLM# 85861A
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 1.00 LABOR RATE 84.00 GRP
LABOR CHARGES 84.00 NOTE
COMPLAINT CUSTOMER STATES CHECK ENGINE LIGHT ON

CAUSE VERIFIED CONCERN, CHECKED FOR CODES, FOUND P0128 T/STAT, P0300 RANDOM MISFIRE - ORDERED PARTS
CORRECTION REPLACED SOP THERMOSTAT AND GASKET, CLEARED CODES AND RECHECKED - OK

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	14.66	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ...TY	P
1	1	5104	DAVID CARMEN	F	W	10/19/07	0.00	0.03	0.03		
2	1	5104	DAVID CARMEN	F	W	10/26/07	0.00	0.80	0.80		

TOTAL LABOR TIME 0.83 INVENTORY COST 18.68

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

FEB 18, 2008 R/O CLOSE OUT Store 01 SERVC01 PORT 5004 3651

X. R/O NO. 85861 TYPE SERVICE

1. CUSTOMER [redacted]
MONROE WA [redacted]
PHONE(B) PHONE(H) [redacted]

2. SERIAL# KMHCN36C4[redacted] PROD DT
LICENSE# [redacted] STK#9660 DEL 01/26/2007
DESC. HY ACCENT NORDIC WHITE 07

11. ADVISOR 5812
12. DATE IN 10/19/2007
13. TIME IN 11:05am
14. DATE PR 10/19/2007
15. TIME PR 12:00pm
16. TAG NO.
17. MI I/O 4993/5434
18. PO NO.
19. COMMENTS Y
20. RECOMMEN
21. JRNL PFX PICKUP
22.

3. JOBS (J#) 1
STATUS F

4. LABOR		0.00		84.00		0.00
5. PARTS		0.00		14.66		0.00
6. SUBLET		0.00		0.00		0.00
7. G.O.G.		0.00		0.00		0.00
8. MISC		0.00		0.00		0.00
9. TAX		0.00		0.00		0.00
10. EST $ [ ] TOTALS	C	0.00	W	98.66	I	0.00

(S=SAVE) (CR=CONS REACH) (W=WARRANTY) (D=DISPLAY PAYMENT) (LINE#) (TAB)

HYUNDAI OF EVERETT

4808 Evergreen Way
Everett, WA 98203
Phone: (425) 258-9100
Toll Free: 1-866-4Hyundai (1-866-449-8632)

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01HYZ009 00HYZ5Q	9000 MILE SERVICE 5 QUART	MO MI		00HYZ4Q	4 QUART	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/19/07	85861	5434	5812	5104	W	10HYZ06	CHECK ENGINE LIGHT
08/03/06	68081	11	5842	5103	W	75HYZ01	PDI

SALESPERSON NO. S E R V I C E STATE REG# 602203949

TRANSMISSION: ☐ 4 SPD ☐ 5 SPD ☐ AUTO

VEHICLE I.D. NO.: KMHCN36C4[redacted]
YEAR/MAKE/MODEL: 07/HYUNDAI/ACCENT/ACCENT SE 3 DOOR
PRODUCTION DATE: 9660
STOCK NO.: [redacted]
R.O. NO.: 87998

[redacted]
MONROE, WA [redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT
DELIVERY DATE: 01/26/07
DELIVERY MILES
SELLING DEALER NO.
R.O. DATE: 12/13/07
COLOR: NORDIC WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.
TURBO | MMC: HYZZ | AIR COND. | P.S. | TRANS | MILEAGE: 7,150 | ADVISOR NO.: 5842 | ADVISOR: JAMES WOLL

RESIDENCE PHONE: [redacted]
BUSINESS PHONE

APPT. ☐ YES ☐ NO
TIME RECEIVED: 09:05am
DAY/TIME PROMISED: 12/13/07 08:00pm
PRIORITY
MILEAGE OUT
DATE OUT

WAITER

JOB [redacted]

1 BODY ELECTRICAL
CUSTOMER STATES AIR BAG LIGHT IS ON

C151 GS-15 91700-1C080
91000AOO 4
91700ATT 3

+3
55125

TERMS: CASH, CHECK OR CREDIT CARD

I hereby authorize the below repair work to be done along with the necessary material. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Estimeates are for labor only. Material is extra. Storage will be charged forty-eight hours after repairs are completed. In the event legal action is necessary to enforce this contract, I will pay reasonable Attorney's fees and Court costs. You are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

X _____

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REVISED ESTIMATE $	OK'D BY ADV	DATE	TIME

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TECHNICIAN'S COMMENTS

✓ SRS ON
-SCAN for codes
C1517 DRIVER BUCKLE SW FAULT
- CWR DTC -
- CLEAN CONNECTOR for BUCKLE
SRS OFF NOW.

REPAIR ORDER NUMBER	EMP NO.	MOD. LETTER	FLAT RATE TIME	CODE	REPAIR ORDER TIME	LABOR CHARGE
87998	55 125		.4		.4	OFF 2 ON

PARTS RETURNED

CAUSE / CORRECTION

SIGN
DATE
PART #

SIGN
DATE
PART #

SIGN
DATE
PART #

SIGN
DATE

OFF / ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

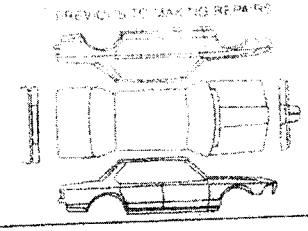
TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

TO RO # ____ SUBTOTAL THIS RO ____
FROM RO # ____ AMT TRANSFERRED ____
TECH # ____ TOTAL THIS RO ____
PUNCH DATE ____ MANAGER SIGN ____

INDICATE ANY DAMAGE NOT TOUCHED UP IN VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR
F B
LF LR

TECHNICIAN'S COMMENTS

AIR BAG LIGHT ON
SCAN FOR CODES
B1517 DRIVER BUCKLE SWITCH FAULT
CLEAN BUCKLE CONNECTOR + RECHECK
LIGHT OFF + STAYS OFF NOW
PREVIOUS VISIT FOR THIS CONCERN
R&R BELT BUCKLE
Install SO part

PARTS RETURNED

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH.	FLAT RATE TIME	CODE	REPAIR ORDER TIME	LINE	LABOR REPORTED ELAPSED	TIME CLOCK
89151	55 125		.2		.2	OFF ON	5	

REPAIR ORDER NUMBER	EMP. NO.	MGR. AUTH.	FLAT RATE TIME	CODE	REPAIR ORDER TIME	LINE	
89151	5124		0.1		0.1	OFF ON	8

PART # 88830-1E530-WK

SIGN:
DATE 1-23-08
PART #
SIGN:
DATE
PART #
SIGN:
DATE

CORRECTION | CAUSE | CORRECTION | CAUSE | CORRECTION

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD P/TEST	

LABOR TRANSFERRED

TO RO # SUBTOTAL THIS RO
FROM RO # AMT TRANSFERRED
TECH # TOTAL THIS RO
PUNCH DATE MANAGER SIGN

PRIOR DAMAGE

RF RR
F B
LF LR

FEB 18, 2008 LABOR OPERATION R/O 89151 Store 01 SERVC01 PORT 5004 3651

JOB#(1) OP/CODE 51HYZ BODY ELECTRICAL LT/? CLM# 89151A
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.60 LABOR RATE 84.00 GRP
LABOR CHARGES 50.40 NOTE
COMPLAINT CUSTOMER STATES AIR BAG LIGHT IS ON

CAUSE INSPECTED AND FOUND CODE B1517. FAILED DRIVER SIDE SEATBELT
ORIG BUCKLE
CORRECTION REPLACED SEAT BELT BUCKLE AND VERIFIED REPAIRS
ORIG

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	70.62	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	55125	DAVE	F	W	01/14/08	0.00	0.20	0.20		
2	1	5124	DAN	F	W	01/23/08	0.00	0.10	0.10		

TOTAL LABOR TIME 0.30 INVENTORY COST 6.30

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

Incorrect
in + out Mileage
1-17-08
out 1-23-08

FEB 18, 2008 R/O CLOSE OUT Store 01 SERVC01 PORT 5004 3651

X. R/O NO.. 89151 TYPE SERVICE

1. CUSTOMER [redacted]
MONROE WA 9[redacted]
PHONE(B) PHONE(H) [redacted]

2. SERIAL# KMHCN36C47[redacted] PROD DT
LICENSE# [redacted] STK#9660 DEL 01/26/2007
DESC. HY ACCENT NORDIC WHITE 07

11. ADVISOR 5842
12. DATE IN 01/14/2008
13. TIME IN 02:12pm
14. DATE PR 01/14/2008
15. TIME PR 08:00pm
16. TAG NO.
17. MI I/O 8345/8346
18. PO NO.
19. COMMENTS
20. RECOMMEN
21. JRNL PFX PICKUP
22.

3. JOBS (J#) 1
STATUS F

4. LABOR	0.00	50.40		0.00
5. PARTS	0.00	70.62		0.00
6. SUBLET	0.00	0.00		0.00
7. G.O.G.	0.00	0.00		0.00
8. MISC	0.00	0.00		0.00
9. TAX	0.00	0.00		0.00
10. EST $ [ ] TOTALS C	0.00 W	121.02	I	0.00

REPAIR ORDER CLOSED ON 01/24/2008 REVIEW (Y/N)

FEB 18, 2008 R/O CLOSE OUT Store 01 SERVC01 PORT 5004 3651

X. R/O NO.. 89151 TYPE SERVICE

1. CUSTOMER [redacted]
MONROE WA[redacted]
PHONE(B) PHONE(H) [redacted]

2. SERIAL# KMHCN36C4[redacted] PROD DT
LICENSE# [redacted] STK#9660 DEL 01/26/2007
DESC. HY ACCENT NORDIC WHITE 07

11. ADVISOR 5842
12. DATE IN 01/14/2008
13. TIME IN 02:12pm
14. DATE PR 01/14/2008
15. TIME PR 08:00pm
16. TAG NO.
17. MI I/O 8345/8346
18. PO NO.
19. COMMENTS
20. RECOMMEN
21. JRNL PFX PICKUP
22.

3. JOBS (J#) 1
STATUS F

4. LABOR	0.00		50.40		0.00
5. PARTS	0.00		70.62		0.00
6. SUBLET	0.00		0.00		0.00
7. G.O.G.	0.00		0.00		0.00
8. MISC	0.00		0.00		0.00
9. TAX	0.00		0.00		0.00
10. EST $ [ ] TOTALS C	0.00	W	121.02	I	0.00

REPAIR ORDER CLOSED ON 01/24/2008 REVIEW (Y/N)

HYUNDAI OF EVERETT

4808 Evergreen Way
Everett, WA 98203
Phone: (425) 258-9100
Toll Free: 1-866-4Hyundai (1-866-449-8632)

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/13/07	87998	7151	5842	55125	W	51HYZ	BODY ELECTRICAL
10/19/07	85861	5434	5812	5104	W	10HYZ06	CHECK ENGINE LIGHT
08/03/06	68081	11	5842	5103	W	75HYZ01	PDI

SALESPERSON NO.

SERVICE

STATE REG# 602203949

TRANSMISSION: 4 SPD / 5 SPD / AUTO

VEHICLE IDENTIFICATION NO.: KMHCN36C47[redacted]

YEAR/MAKE/MODEL: 07/HYUNDAI/ACCENT/ACCENT SE 3 DOOR

PRODUCTION DATE

STOCK NO.: 9660

LICENSE NO.: [redacted]

PRO NO.: 89151

CUSTOMER NAME: [redacted]

SERVICE CONTRACT

DELIVERY DATE: 01/26/07

DELIVERY MILES

SELLING DEALER NO.: 01/14/08

MONROE, W[redacted]

COLOR: NORDIC WHITE/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.

RESIDENCE PHONE: [redacted]

BUSINESS PHONE

DOR/BC: HYZZ | AIR COND. | PS | TRANS. | MILEAGE: 8,345

ADVISOR NO.: 5842 | ADVISOR: JAMES WOLL

APPT. YES NO | TIME: 02:12pm | DATE PROMISED: 01/14/08 08:00pm | PRIORITY

MILEAGE OUT | DATE OUT

WAITER

ORIGINAL CUSTOMER [redacted]

[redacted]

B517 68-11

8830KPO.3

8830KPO.3

+3

5/24

TERMS: CASH, CHECK OR CREDIT CARD

I hereby authorize the below repair work to be done along with the necessary material. You and your employees may operate vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Estimeates are for labor only. Material is extra. Storage will be charged forty-eight hours after repairs are completed. In the event legal action is necessary to enforce this contract, I will pay reasonable Attorney's fees and Court costs. You are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

X _____

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

1. I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS. CONTACT ME IF THE PRICE WILL EXCEED THIS ESTIMATE BY MORE THAN 10%.
$ _____ X _____

2. PROCEED WITH REPAIRS BUT CONTACT ME IF THE PRICE WILL EXCEED
$ _____ X _____

3. I DO NOT WANT A WRITTEN ESTIMATE X _____

REVISED ESTIMATE $	OK'D BY ADV	DATE	TIME

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that HYUNDAI OF EVERETT makes no warranties of any kind, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall HYUNDAI OF EVERETT be liable for incidental or consequential damages or commercial losses arising out of such purchase. The HYUNDAI OF EVERETT purchaser further agrees that the warranties excluded by HYUNDAI OF EVERETT include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

Any controversy or claim arising out of or relating to this contract or breach thereof, shall be settled in accordance with the arbitration rules of the consumer - business arbitration tribunal of the Better Business Bureau.

CUSTOMER COPY

89151

HYUNDAI OF EVERETT

4808 Evergreen Way
Everett, WA 98203
Phone: (425) 258-9100
Toll Free: 1-866-4Hyundai (1-866-449-8632)

CUSTOMER NO. [redacted]	JAMES WOLL [redacted]	AG NO.	INVOICE DATE 01/23/08 / INVOICE NO. HYCS89151
[redacted]	LABOR RATE [redacted]	MILEAGE 8,345	CUSTOMER NO. NORDIC WHIT / STOCK NO. 9660
MONROE, WA [redacted]	YEAR/MAKE/MODEL 07 HYUNDAI/ACCENT/ACCENT SE 3 DOOR		DELIVERY DATE 01/26/07 / DELIVERY MILES
	VEHICLE I.D. NO. KMHCN36C470U0[redacted]		SELLING DEALER NO. / PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	RO DATE 01/14/08
[redacted]	BUSINESS PHONE	COMMENTS	MO: 8346

JOB# 1 CHARGES

LABOR — TECH(S) 5124 55125 — WARRANTY

JH 1 SIHYZ BODY ELECTRICAL
CUSTOMER STATES AIR BAG LIGHT IS ON
INSPECTED AND FOUND CODE B1517: FAILED DRIVER SIDE SEATBELT BUCKLE
REPLACED SEAT BELT BUCKLE AND VERIFIED REPAIRS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	88830-1E530-WK	BUCKLE ASSY-FRONT		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

but mileage is incorrect! 8,346 was when part was ordered on 1-14-08

diagnosed 1-14-08
repaired 1-23-08 was part order 01-14-08

EXPERIENCE THE DIFFERENCE

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice. We enjoyed doing business with you!

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller 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. Any limitation contained herein does not apply where prohibited by law.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A 20% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.
NO RETURNS AFTER 30 DAYS.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

Thank You

HYUNDAI OF EVERETT

4808 Evergreen Way
Everett, WA 98203
Phone: (425) 258-9100
Toll Free: 1-866-4Hyundai (1-866-449-8632)

CUSTOMER NO. [redacted]	JAMES WOLL	TAG NO.	INVOICE DATE 03/25/08	INVOICE NO. 91813
[redacted]	LABOR RATE [redacted]	MILEAGE 10,572	CODE NORDIC WHIT	STOCK NO.
MONROE, WA [redacted]	YEAR/MAKE/MODEL 07/HYUNDAI/ACCENT/2 DOOR HATCHBACK		DELIVERY DATE 01/26/07	DELIVERY MILES
	VEHICLE I.D. NO. KMHCN36C47U0 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	RO DATE 03/25/08	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 10574

JOB# 1 CHARGES

LABOR
J# 1 61HYZ EXTERIOR TRIM TECH(S):5124 WARRANTY
CUSTOMER STATES THERE IS MOISTURE INSIDE BRAKE LIGHTS
NO MOISTURE IN LIGHTS AT THIS TIME. CHECK AND ADVISE
INSPECTED AND TESTED SEALS. ALL SEALS OK. NO MOISTURE
IN BRAKE LENSES AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 60HYZ INTERIOR TRIM TECH(S):5124 WARRANTY
CUSTOMER STATES THERE IS A RATTLE NOISE COMING FROM THE
DRIVER REAR AREA OF VEHICLE
INSPECTED AND TEST DROVE. UNABLE TO VERY ANY RATTLE NOISE
AT THIS TIME. INSPECTED AREA AND FOUND BOLTS AND FASTENERS
TIGHT. NO NOISE AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

EXPERIENCE THE DIFFERENCE

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DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller 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. Any limitation contained herein does not apply where prohibited by law.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
A 20% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT.
NO RETURNS AFTER 30 DAYS.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

Thank You

4808 Evergreen Way
Everett, WA 98203
(425) 258-9100

1313 Goldenrod Road
Burlington, WA 98233
(360) 757-7057

CUSTOMER NO. [redacted]	ADVISOR JAMES WOLL	TAG NO. [redacted]	INVOICE DATE 04/16/08	INVOICE NO. HYCS91813
[redacted] MONROE, WA [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 10,572		COLOR NORDIC WHIT	STOCK NO.
	YEAR/MAKE/MODEL 07/HYUNDAI/ACCENT/2 DOOR HATCHBACK		DELIVERY DATE 01/26/07	DELIVERY MILES
	VEHICLE ID. NO. K M H C N 3 6 C 4 7 U [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		PO. DATE 03/25/08	REPRINT# 2
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO: 11070

Redignosis same day

JOB# 1 CHARGES

LABOR — WARRANTY
J# 1 61HYZ EXTERIOR TRIM TECH(S):5111 5124
CUSTOMER STATES THERE IS MOISTURE INSIDE BRAKE LIGHTS.
INSPECTED AND VERIFIED CONCERN.
REPLACED BOTH TAIL LIGHT ASSEMBLIES AND VERIFIED REPAIRS

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	92410-1E210	LENS & HSG-RR COM		WARRANTY
1	92420-1E210	LENS & HSG-RR COM		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR — WARRANTY
J# 2 60HYZ INTERIOR TRIM TECH(S):5124 55125
CUSTOMER STATES THERE IS A RATTLE NOISE COMING FROM THE
DRIVER REAR AREA OF VEHICLE
INSPECTED AND TEST DROVE. FOUND NOISE COMING FROM
LEFT REAR SHOCK ASSEMBLY.
REPLACED LEFT REAR SHOCK ASSEMBLY
NOTE MILEAGE AT TIME OF TAIL LIGHT AND SHOCK ASSEMBLY
REPLACEMENT 11070 ON 4-16-08.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	55310-1E150	SHOCK ABSORBER AS		WARRANTY
			TOTAL - PARTS	0.00

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR — INTERNAL
J# 3+50HYZ03 NO CRANK TECH(S):99
CUSTOMER STATES ENGINE WILL NOT CRANK
INSPECTED AND TESTED CAHRGING AND BATTERY SYSTEM.
NOTED 12.78V AT 533CCA. BATTERY READS GOOD.

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

EXPERIENCE THE DIFFERENCE

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustments must be accompanied by this invoice. We enjoyed doing business with you!

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller 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. Any limitation contained herein does not apply where prohibited by law.

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TERMS

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Thank You

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:57am

4808 Evergreen Way
Everett, WA 98203
(425) 258-9100

1313 Goldenrod Road
Burlington, WA 98233
(360) 757-7057

CUSTOMER NO. [redacted]	ADVISOR JAMES WOLL	TAG NO. [redacted]	INVOICE DATE 04/16/08	INVOICE NO. HYCS91813
[redacted] MONROE, WA [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 10,572		COLOR NORDIC WHIT	STOCK NO.
	YEAR/MAKE/MODEL 07/HYUNDAI/ACCENT/2 DOOR HATCHBACK		DELIVERY DATE 01/26/07	DELIVERY MILES
	VEHICLE ID. NO. K M H C N 3 6 C 4 7 U [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 03/25/08	REPRINT# 2
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO: 11070

TOTALS----------

```
************************************************
*                                              *
*  [ ] CASH    [ ] CHECK    CK NO. [        ]  *
*                                              *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER   *
*                                              *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*                                              *
************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

EXPERIENCE THE DIFFERENCE

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TERMS

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A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTE SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, AFT, ETC.

Thank You

CUSTOMER COPY

[END OF INVOICE] 10:57am