



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 100148

Date Received 04-AUG-2008
Repository
Reference No. 10236889

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City BERKLEY SPRINGS State WV Zip Code _____
Daytime Telephone Number _____ E-mail Address _____
Evening Telephone Number _____

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **KNDMC233176**
Make: HYUNDAI Model: ENTOURAGE Model Year: 2007
Date Purchased: **10-06** Dealer's Name and Telephone Number: **Apple Valley Hyundai 540-665-0144** Engine: No: Cylinders **6** Fuel Type: **gas**
Original Owner Dealer's City: **Winchester** State: **VA** Zip Code: _____
Transmission Type: Antilock Brakes Cruise Control Powertrain: _____ Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES
Multiple Failure: **Yes**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 19-NOV-2006 Failure Mileage: 100 Failure Speed: **10-15 mpg**

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 ENTOURAGE. THE CONTACT STATED THAT THE SLIDING DOORS ON HER VEHICLE WOULD NOT REMAIN CLOSED. ON ONE OCCASION, THE DRIVER'S DOOR OPENED WHILE DRIVING AT AN UNKNOWN SPEED. SHE PUSHED VARIOUS BUTTONS ON THE DOOR IN AN ATTEMPT TO KEEP IT CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES AND THEY REPLACED THE LATCHING MECHANISMS AND SLIDING DOOR LOCK MODULES; HOWEVER, THE FAILURE CONTINUED TO PERSIST. THE MANUFACTURER STATED THAT THEY WOULD BRING IN A MECHANIC FROM CALIFORNIA WHO WOULD DETERMINE THE CAUSE OF THE FAILURE AND THEY WOULD NOT RETURN THE VEHICLE UNTIL IT WAS REPAIRED. THE VIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 23,017 AND FAILURE MILEAGE WAS APPROXIMATELY 100.

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.

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

I have had problems with the driver's side sliding door since I purchased the van in 10/06. At first, the dealer said there was nothing wrong with it. They then started replacing parts in the door - the problem continued and the passenger side door started doing the same thing. They have also replaced parts in that door. To date, I am still having problems with the passenger side door.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



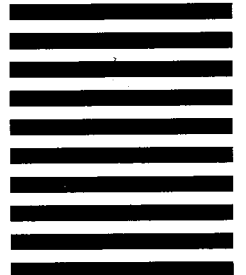
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

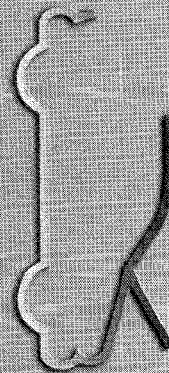
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



**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



UNIT# 27H067

148682

INVOICE



2934 Valley Avenue

WINCHESTER, VIRGINIA 22601

540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 1454 PAUL HINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		22501/22507	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28OCT06 DD			18:00 21JUL08		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:27H067 DLR: TRN:5AT 1)HPP		ENG:3.8_Liter		
17:01 21JUL08	16:33 25JUL08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER SAYS PASSENGER SIDE SLIDING POWER DOOR DOESN'T CLOSE OR OPEN UP SOMETIMES							

CAUSE: 94
 95450NTT REPLACED SLIDING DOOR LOCK MODULES
 SLIDING DOOR BOTH SIDES
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 1 95450-4D102 CONT MODL (N/C)
 CC: 94
 FC: 15
 PART#: 95450-4D102
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

 D RENTAL CAR CUSTOMER GOODWILL
 CAUSE: 94
 95450RZZ RENTAL CAR
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 CC: 94
 FC: 15
 PART#: 954504D102
 COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

SUBL ENTERPRISE RENTAL CAR
 PO#148682
 WH94 (N/C)
 FC: 94

E PERFORM HYUNDAI MULTI-POINT INSPECTION

EXCLUSION OF WARRANTIES

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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 SIGNATURE

CUSTOMER #: _____
UNIT# 27H067

149038

INVOICE



2934 Valley Avenue
WINCHESTER, VIRGINIA 22601
540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV _____
HOME: _____ CONT:N/A
BUS: _____ CELL: _____

PAGE 1

SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		23010/23187		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT06 DD			17:00 15AUG08		0.00	CASH	19AUG08
R.O. OPENED	READY	OPTIONS:			ENG:3.8_Liter		
16:24 06AUG08	10:09 19AUG08	STK:27H067 DLR: _____ TRN:5AT 1)HPP					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES SLIDING DOORS WILL POP OPEN WHEN DRIVING SEE HISTORY
 CAUSE: 94
 83475R0R POWER SLIDING DOOR UNIT RH SIDE REPLACE
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 1 83485-4D101 DRIVE UNIT (N/C)
 FC: 29
 PART#: 83485-4D101
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

B RENTAL CAR CUSTOMER GOODWILL
 CAUSE: 94
 83485RZZ RENTAL CAR GOODWILL
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 CC: 94
 FC: 29
 PART#: 834854D101
 COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

SUBL ENTERPRISE RENTAL CAR
 PO#149038
 WH94 (N/C)
 FC: 94

C** CUSTOMER STATES RIGHT SLIDING DOOR POPS OPEN WHEN DRIVING
 CAUSE: 94
 81471R0R INSIDE HANDLE ROD AND BELL CRANK ASSY
 R&R RH

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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 SIGNATURE

UNIT# 27H067

139145

INVOICE



2934 Valley Avenue
WINCHESTER, VIRGINIA 22601
540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV
HOME BUS:

PAGE 1

SERVICE ADVISOR: 940 JOSHUA DURDALLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PACIFIC BI	07	HYUNDAI ENTOURAGE	KNDMC233176		3426/3426		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO No.	RATE	PAYMENT	INV. DATE
28OCT06 IS			WAIT 09FEB07		0.00	SAD	09FEB07
R.O. OPENED	READY	OPTIONS: STK:27H067 DLR: TRN:5AT 1)HPP		ENG:3.8_Liter			
09:27	08FEB07	09:34	09FEB07				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SLIDING DOOR ON LEFT SIDE DOESN'T CLOSE ALL THE TIME

CAUSE: F

NPF COULD NOT DUPLICATE CONCERN

982 MARSHALL, DONNIE LIC#: X (N/C)

WH94

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

B LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.

LOF LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.

982 MARSHALL, DONNIE LIC#: X (N/C)

ILOFH (N/C)

1 26320-3C100 SERVICE KI (N/C)

1 21513-23000 GASKET-OIL (N/C)

5 BULK-OIL BY"QUARTS" (N/C)

C RENTAL CAR CUSTOMER GOODWILL

CAUSE: F

26320RZZ RENTAL CAR CUSTOMER GOODWILL

982 MARSHALL, DONNIE LIC#: X (N/C)

WH94

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

D** PERFORM TIRE ROTATION & CHECK TIRE PRESSURE.

ROT PERFORM TIRE ROTATION & CHECK TIRE PRESSURE.

584 BALES, CHRISTOPHER LIC#: X

CPH 19.95 19.95

EXCLUSION OF WARRANTIES

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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 SIGNATURE

UNIT# 27H067

147154



INVOICE

BERKELEY SPRINGS, WV
HOME: _____ BUS: _____

DUPLICATE 1
PAGE 1

2934 Valley Avenue
WINCHESTER, VIRGINIA 22601
540-665-0144 Toll Free 1-888-875-5151

SERVICE ADVISOR: 940 JOSHUA DURDALLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		19948/19950		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT06 DD			17:00 05MAY08		0.00	CASH	05MAY08
R.O. OPENED	READY	OPTIONS: STK:27H067 DLR: TRN:5AT 1)HPP		ENG:3.8_Liter			
09:34 05MAY08	14:23 05MAY08						

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

A CUSTOMER STATES LEFT SIDE SLIDING DOOR WONT SHUT COMPLETELY-MOTOR CONTINUES TO RUN WHEN DOOR CLOSES CHECK AND ADVISE

CAUSE: 94

81410R00 LATCH ASSY REAR DOOR

982 MARSHALL, DONNIE LIC#: X

WH94

(N/C)

1 81410-4D010 LATCH ASSY

(N/C)

CC: 94

FC: 31

PART#: 81410-4D010

COUNT: 1

CLAIM TYPE:

AUTH CODE:

C PERFORM HYUNDAI MULTI-POINT INSPECTION

MPI PERFORM HYUNDAI MULTI-POINT INSPECTION

982 MARSHALL, DONNIE LIC#: X

CPH

0.00

0.00

YOU MAY RECEIVE A QUESTIONNAIRE FROM HYUNDAI IN THE NEXT FEW DAYS. IF, FOR ANY REASON, YOU CAN'T GRADE US WITH "10" PLEASE CONTACT OUR SERVICE MANAGER, JOSH DURDALLER, TO ADDRESS YOUR CONCERNS. ALSO, CHECK OUR WEBSITE, WWW.APPLEVALLEYHYUNDAI.COM FOR SPECIAL COUPONS FOR SERVICING YOUR HYUNDAI

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X

CUSTOMER SIGNATURE

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

1800 633-5151
333 93 26

148124



2934 Valley Avenue

WINCHESTER, VIRGINIA 22601

540-665-0144 Toll Free 1-888-875-5151

UNIT# 27H067

INVOICE

BERKELEY SPRINGS, WV
HOME: [] BUS []

PAGE 1

SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		21758/21758		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT06 DD			17:00 24JUN08		0.00	SAD	27JUN08
R.O. OPENED	READY	OPTIONS:		ENG:3.8_Liter			
16:37 23JUN08	17:32 27JUN08	STK:27H067 DLR:		TRN:5AT 1)HPP			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.						
	LOF LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.						
	982 MARSHALL, DONNIE LIC#: X					14.96	14.96
	CPH						
	1 26320-3C100 SERVICE KI				6.85	6.85	6.85
	1 21513-23001 GASKET-OIL				1.04	1.00	1.00
	5 BULK-OIL BY"QUARTS"				2.75	2.75	13.75

B CUSTOMER STATES SLIDING DOOR ON LEFT SIDE POPS BACK OPEN WHEN TRYING TO CLOSE THE DOOR

CAUSE: 94

95450NTT REPLACED SLIDING DOOR LOCK MODULES

SLIDING DOOR BOTH SIDES

982 MARSHALL, DONNIE LIC#: X

WH94 (N/C)

2 95450-4D102 CONT MODL (N/C)

CC: 94

FC: 15

PART#: 95450-4D102

COUNT: 2

CLAIM TYPE:

AUTH CODE:

C CUSTOMER STATES STEERING WHEEL VIBRATES AT HIGHWAY SPEEDS

CT TIRES ARE STARTING TO CHOP-SUGGEST TIRE BALANCE

982 MARSHALL, DONNIE LIC#: X

CPH 0.00 0.00

D CUSTOMER STATES DVD PLAYER DISPLAY TURNS GREEN DURING MOVIE CHECK AND ADVISE

POO PART ON ORDER. PLEASE SCHEDULE AN APPOINTMENT WHEN YOU ARE NOTIFIED THAT YOUR PART IS IN

EXCLUSION OF WARRANTIES

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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 SIGNATURE

UNIT# 27H067

148124

INVOICE



2934 Valley Avenue

WINCHESTER, VIRGINIA 22601

540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV
HOME: _____ BUS: _____

PAGE 2

SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		21758/21758		
DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT06 DD			17:00 24JUN08		0.00	SAD	27JUN08
R.O. OPENED		READY	OPTIONS: STK:27H067 DLR: _____		ENG:3.8_Liter		
16:37 23JUN08		17:32 27JUN08	TRN:5AT 1)HPP				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SO THAT WE MAY COMPLETE YOUR SERVICE.							
982 MARSHALL, DONNIE LIC#: X						0.00	0.00
CPH							

E CUSTOMER WAS TOLD L/R ROTOR IS SCARRED UP-CHECK AND ADVISE							
CET ROTOR SLIGHTLY SCARRED FROM SEMI-METALIC							
BRAKE PAD -ROTOR IS OK							
982 MARSHALL, DONNIE LIC#: X						0.00	0.00
CPH							

F CUSTOMER SAYS THE PASS. SIDE SLIDING DOOR SOMETIMES DOESN'T CLOSE AND							
SOMETIMES ONLY OPENS PART WAY, NOT ALL THE WAY.							
POO PART ON ORDER. PLEASE SCHEDULE AN APPOINTMENT							
WHEN YOU ARE NOTIFIED THAT YOUR PART IS IN							
SO THAT WE MAY COMPLETE YOUR SERVICE.							
982 MARSHALL, DONNIE LIC#: X						0.00	0.00
CPH							

G APPT WITH ENTERPRISE -CUSTOMER HAS HPP							
CAUSE: .							
RENT RENTAL CAR CUSTOMER GOODWILL							
940 DURDALLER, JOSHUA LIC#: X						0.00	0.00
CPH							

H CUSTOMER SAYS THERE IS A SPOT ON THE HOOD WHERE THE PAINT FLAKED OFF							
AND NOW IT IS RUSTING							
CET TOUCH UP PAINT							
982 MARSHALL, DONNIE LIC#: X						0.00	0.00
CPH							
1	00284-02007-K9	T/U PAINT			14.95	14.95	14.95

EXCLUSION OF WARRANTIES

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X _____
CUSTOMER SIGNATURE

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

UNIT# 27H067

148293

INVOICE



2934 Valley Avenue

WINCHESTER, VIRGINIA 22601

540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV
HOME: _____ BUS _____

PAGE 1

SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		21845/21846		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO No.	RATE	PAYMENT	INV. DATE
28OCT06 DD			18:00 02JUL08		0.00	CASH	02JUL08
R.O. OPENED	READY	OPTIONS:		ENG:3.8_Liter			
16:31 01JUL08	10:48 02JUL08	STK:27H067 DLR: TRN:5AT 1)HPP					

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

A CUSTOMER SAYS THE DVD PLAYER SCREEN IN THE HEADLINER IS GREEN WHEN MOVIES ARE PLAYING--REF RO# 148124--SOP DVD UNIT HERE

CAUSE: 94

96563R0A MONITOR ASSY A/V REAR REPLACE
982 MARSHALL, DONNIE LIC#: X
WH94 (N/C)

CC: 94
FC: 15
PART#: 00267P7000QWFLT
COUNT: 0
CLAIM TYPE:
AUTH CODE:

B CUSTOMER SAYS EVERY SINCE THE SLIDING DOOR LATCHES WERE REPLACED ONE OF THE WINDOWS DOESN'T ROLL DOWN ALL THE WAY.

CET FOUND LOCKING CABLE STICKING ON GLASS-ADJUSTED RETEST OK

982 MARSHALL, DONNIE LIC#: X
CPH 0.00 0.00

D RENTAL CAR CUSTOMER GOODWILL
CAUSE: 94

00267RZZ RENTAL CAR SUBLET
982 MARSHALL, DONNIE LIC#: X
WH94 (N/C)

CC: 94
FC: 15
PART#: 00267P7000QWFLT
COUNT: 0
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE

EXCLUSION OF WARRANTIES

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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 SIGNATURE _____

UNIT# 27H067

148682

INVOICE



2934 Valley Avenue

WINCHESTER, VIRGINIA 22601

540-665-0144 Toll Free 1-888-875-5151

BERKELEY SPRINGS, WV
HOME: BUS

PAGE 1

SERVICE ADVISOR: 1454 PAUL HINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PACIFIC BI	07	HYUNDAI ENTOURAGE	KNDMC233176		22501/22507		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N.	RATE	PAYMENT	INV. DATE
28OCT06 DD			18:00 21JUL08		0.00	CASH	25JUL08
R.O. OPENED	READY	OPTIONS:		ENG:3.8_Liter			
17:01 21JUL08	16:33 25JUL08	STK:27H067 DLR: TRN:5AT 1)HPP					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER SAYS PASSENGER SIDE SLIDING POWER DOOR DOESN'T CLOSE OR OPEN UP SOMETIMES

CAUSE: 94
 95450NTT REPLACED SLIDING DOOR LOCK MODULES
 SLIDING DOOR BOTH SIDES
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 1 95450-4D102 CONT MODL (N/C)
 CC: 94
 FC: 15
 PART#: 95450-4D102
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

 D RENTAL CAR CUSTOMER GOODWILL
 CAUSE: 94
 95450RZZ RENTAL CAR
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 CC: 94
 FC: 15
 PART#: 954504D102
 COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

SUBL ENTERPRISE RENTAL CAR
 PO#148682
 WH94 (N/C)
 FC: 94

E PERFORM HYUNDAI MULTI-POINT INSPECTION

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, 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.

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 SIGNATURE

27H067

137655

INVOICE



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WILEY SPRINGS, WV

3US:

PAGE 1

SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
		HYUNDAI ENTOURAGE	KNDMC233176		510/510		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO No.	RATE	PAYMENT	INV. DATE
28OCT06 IS			17:00 13NOV06		0.00	CASH	14NOV06
R.O. OPENED		READY		OPTIONS: STK:27H067 DLR: ENG:3.8_Liter		TRN:5AT 1)HPP	
08:20 13NOV06	14:11 14NOV06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER NEEDS SPOTS REMOVED FROM HOOD-SEE CLEAN UP							
ACC CLEAN UP HOOD							
982 MARSHALL, DONNIE LIC#: X							
CPH							
						0.00	0.00

B							
CUSTOMER STATES SLIDING DOOR ON DRIVER SIDE -DOESNT CLOSE PROPERLY							
NPF COULD NOT DUPLICATE CONCERN							
982 MARSHALL, DONNIE LIC#: X							
CPH							
						0.00	0.00

C							
CUSTOMER STATES AIR BAG FUNCTION TO MAKE SURE IT IS WORKING PROPERLY							
NPF COULD NOT DUPLICATE CONCERN							
982 MARSHALL, DONNIE LIC#: X							
CPH							
						0.00	0.00

D							
CUSTOMER STATES GREASE ON CARPET BY SPARE TIRE TOOL							
ACC REMOVED GREASE FROM CARGO AREA							
982 MARSHALL, DONNIE LIC#: X							
CPH							
						0.00	0.00

YOU MAY RECEIVE A QUESTIONNAIRE FROM HYUNDAI IN THE NEXT FEW DAYS. IF, FOR ANY REASON, YOU CAN'T GRADE US "OUTSTANDING" OR "10" PLEASE CONTACT OUR SERVICE MANAGER, JOSH DURDALLER

*****THANK YOU*****

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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 SIGNATURE

UNIT# 27H067

144826

INVOICE



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BERKELEY SPRINGS, WV
HOME: BUS

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SERVICE ADVISOR: 1110 MARK S RODEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PACIFIC BL	07	HYUNDAI ENTOURAGE	KNDMC233176		15037/15037	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28OCT06 DD			WAIT 19DEC07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:27H067 DLR		ENG:3.8_Liter		
		TRN:5AT 1)HPP				
10:32 17DEC07	11:03 19DEC07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES BOTH SLIDING DOOR WILL INTERMITTENTLY POP OPEN WHEN DRIVING							

CAUSE: 94
 81410ROB LATCH ASSY REAR DOOR BOTH SIDES
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 1 81410-4D010 LATCH ASSY (N/C)
 1 81420-4D010 LATCH ASSY (N/C)
 CC: 94
 FC: 31
 PART#: 81410-4D010
 COUNT: 2
 CLAIM TYPE:
 AUTH CODE:

B RENTAL CAR CUSTOMER GOODWILL
 CAUSE: F
 RENT RENTAL CAR CUSTOMER GOODWILL
 982 MARSHALL, DONNIE LIC#: X
 WH94 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

YOU MAY RECEIVE A QUESTIONNAIRE FROM HYUNDAI IN THE NEXT FEW DAYS. IF, FOR ANY REASON, YOU CAN'T GRADE US WITH "10" PLEASE CONTACT OUR SERVICE MANAGER, JOSH DURDALLER, TO ADDRESS YOUR CONCERNS. ALSO, CHECK OUR WEBSITE, WWW.APPLEVALLEYHYUNDAI.COM FOR SPECIAL COUPONS FOR SERVICING YOUR HYUNDAI

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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 SIGNATURE

CUSTOMER COPY