



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 22-SEP-2008  
 Repository   
 Reference No. 10243066

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City CHERRY VALLEY State MA 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: 5NPEJ46F56H  
 Make HYUNDAI Model SONATA Model Year 2006  
 Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number \_\_\_\_\_ Engine: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
 Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ No: Cylinders \_\_\_\_\_  
 Transmission Type  Antilock Brakes  Cruise Control Powertrain \_\_\_\_\_ Vehicle Component Code 140000 AIR BAGS  
 Multiple Failure: \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 16-MAY-2007 Failure Mileage 3915 Failure Speed 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: 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 2006 HYUNDAI SONATA. THE CONTACT STATED THAT WHENEVER HIS 140 LB. WIFE RIDES IN THE FRONT PASSENGER SEAT, THE AIR BAG LIGHT ILLUMINATES, WHICH INDICATES THE AIR BAG IS OFF. THE VEHICLE HAS BEEN TAKEN TO THE DEALER APPROXIMATELY EIGHT TIMES FOR THIS ISSUE, BUT THERE HAS BEEN NO RESOLUTION. AN AIR BAG RECALL WAS ISSUED AND THE CONTACT RETURNED TO THE DEALER. THE ISSUE STILL HAS NOT BEEN RESOLVED. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 24,950 AND FAILURE MILEAGE WAS 3,915.

*OFTEN NOT ALWAYS 9/30*

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)

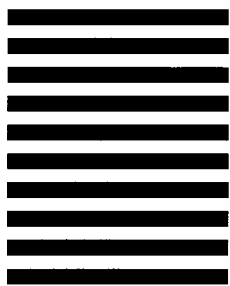
attached are numerous service records that show attempts to repair air bag issue. Hyundai came to a point they wouldn't attempt anymore repairs. A letter was sent to Hyundai and a complaint was file with the State Attorney general. Herb Chambers didn't response to the State's request. Our only option was small claims or getting a lawyer. We then received a Recall notice for this issue. We had the recall done but we still have problems with my wife in the passenger seat. No always but 3 or 4 times out of 10. The dealership and rep. are now saying it's in Hyundai's hands. We are waiting to hear from them. 9/30/06

ATTACH ADDITIONAL SHEETS IF NECESSARY

also attached: Letter to Hyundai  
Recall letter  
Lemon Law Complaint  
+  
Responses.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



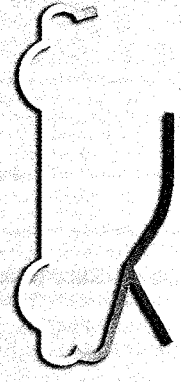
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://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

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

**HYUNDAI**

Hyundai Motor America  
10550 Talbert Avenue  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

*Supervisor* (Andy 54214)  
*Kevin*  
*ext 54223*  
*ext*

case # \_\_\_\_\_  
Ashley

# MOTOR VEHICLE RECALL

Dear 2006, 2007 or 2008 Sonata 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 2006, 2007, and 2008 Hyundai Sonata vehicles.

**What is the problem?**

- Your Sonata is equipped with an advanced air bag system meeting all federal regulations, which features an Occupant Classification System (OCS) in the right front seat. The purpose of the OCS is to disable the right passenger seat front air bag when it detects the presence of a child restraint system or small child in the right front seat. The right front air bag is disabled to prevent injuries to a child that may result from right front air bag inflation during a crash.

The OCS installed in the right front seat of your vehicle may misclassify a small stature adult as a child. This would cause the "PASSENGER AIR BAG OFF" lamp to illuminate and would deactivate the passenger front air bag. Misclassification of a small stature adult as a child in the right front passenger seat may cause the right front air bag to not inflate in an accident that merits air bag deployment and may result in injury to the right front occupant.

**What will Hyundai do?**

- If your vehicle's "PASSENGER AIR BAG OFF" lamp illuminates while the right front seat is occupied by an adult or if your vehicle's "AIR BAG" warning lamp is illuminated, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will check your vehicle to confirm that the OCS is not properly recognizing an adult passenger. After confirmation, the Hyundai dealer will remove the right front seat cushion assembly and send it to an evaluation and repair station, which will inspect the right front seat cushion assembly OCS for proper operation and then will reprogram the OCS, if necessary, to provide a greater margin of recognition for adults seated in the right front seat. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Hyundai will provide you with a vehicle at no cost for your use while your vehicle is being serviced.

This reprogramming is not recommended for most vehicles and is not an upgrade or enhancement. The reprogramming is only intended to improve the capability of the OCS to recognize a small segment of adult seated passengers.

~~###~~

- recall # 083  
recall date # June 2, 2008

**What should you do?**

- You should make sure that adult passengers seated in the right front seat always sit upright with the seatback in an upright position, centered on the seat cushion, with the seat belt on and legs comfortably extended. This will help the OCS to recognize the seated occupant as an adult.

If your vehicle's "PASSENGER AIR BAG OFF" lamp illuminates while the right front seat is occupied by an adult or if your vehicle's "AIR BAG" warning lamp is illuminated, 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, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**WARNING: Hyundai recommends that Child Restraint Seats (CRS) must always be properly installed in the rear seat. Child restraint seats must never be installed in the front seat. Hyundai also recommends that all children under the age of thirteen always ride only in the rear seat, properly wearing their seat belts. Should an accident occur and cause the right front air bags to inflate, it could cause severe injury or death for an infant or child seated in a CRS or for a child seated in the right front seat.**

We urge your prompt attention to this important safety matter.

**HYUNDAI MOTOR AMERICA**



809 Washington Street  
 Auburn, MA 01501  
 508-832-8800  
 www.herbchambers.com



735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>CRYSTAL KINNEY</b>	45743	TAG NO.	INVOICE DATE <b>09/14/06</b>	INVOICE NO. <b>HYCS232639</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>3,915</b>	COLOR <b>/</b>	STOCK NO. <b>06825</b>
<b>CHERRY VALLEY, MA</b>	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>			DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/14/06</b>		
BUSINESS PHONE	COMMENTS				<b>MO: 3915</b>

LABOR & PARTS  
 J# 1 00HZLOF OIL&FILTER CHANGE TECH(S):1230 10.66  
 CUSTOMER REQUESTS OIL AND FILTER REPLACEMENT  
 PER TIMES/MILEAGE  
 OIL AND FILTER CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK3C100	OIL CHANGE KIT	22.29	22.29
JOB # 1	1	26320-3C100	SERVICE KIT-OIL F	****	****
JOB # 1	1	21513-23000	GASKET-OIL PLUG	****	****
JOB # 1	5	OILS	MOTOR OIL	****	****
JOB # 1	1	WS	FLUIDS	****	****
JOB # 1 TOTAL PARTS					22.29
JOB # 1 TOTAL LABOR & PARTS					32.95

J# 2 10HZY DRIVEABILITY TECH(S):1230 0.00  
 C/S WHISTLING COMING FROM REAR WINDOWS  
 -DRIVER'S SIDE - HIGHWAY SPEEDS  
 CORRECTION: UNABLE TO DUPLICATE DUE TO WET ROAD CONDITIONS  
 BUT CUSTOMER ADDED NOTE THAT CAN FEEL WIND ALSO

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3 51HZY BODY ELECTRICAL TECH(S):1230 INTERNAL  
 CUSTOMER STATES PASSENGER AIRBAG LIGHT SHOWS OFF WHEN  
 PASSENGER IN SEAT - ADULT PASSENGER - SOMETIMES DOES  
 NOT TURN OFF WHEN NO PASSENGER IN SEAT  
 CORRECTION: CONFIRMED WITH SERVICE MANAGER - REVIEWING  
 FURTHER WITH TECHNICAL - WILL CONTACT CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

J# 4 00HZY QUICK SERVICE TECH(S):1230 0.00  
 REMOVE FINGER PRINTS ON DRIVER'S DOOR - OUTSIDE - WILL NOT  
 COME OFF  
 REMOVED MARKS ON OUTSIDE PILLAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAER	HYUNDAI ENVIRON. RECOVERY FEE		2.14
TOTAL - MISC				2.14

COMMENTS  
 CALL 508-334-8770

Reynolds and Reynolds TO ORDER: www.reynolds.com, 1-800-544-0886, fax: 1-800-531-0105



809 Washington Street  
 Auburn, MA 01501  
 508-832-8000  
 www.herbchambers.com



735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>CRYSTAL KINNEY 45743</b>	TAG NO.	INVOICE DATE <b>10/04/06</b>	INVOICE NO. <b>HYCS232639</b>
CHERRY VALLEY, MA	LABOR RATE	LICENSE NO.	MILEAGE <b>3,915</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>			DELIVERY DATE <b>04/20/06</b>
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>			DELIVERY MILES <b>50</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/14/06</b>	REPRINT# <b>1</b>
REF	COMMENTS			<b>MO: 3915</b>

LABOR & PARTS	TECH(S)	INTERNAL																																								
<b>J# 1 00HYZLF OIL&amp;FILTER CHANGE</b> CUSTOMER REQUESTS OIL AND FILTER REPLACEMENT PER TIMES/MILEAGE OIL AND FILTER CHANGE COMPLETED	1230	INTERNAL																																								
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JOB # 4 TOTAL LABOR & PARTS				0.00																																						
SUBLET PO# 72747 VEND INV# 10/04/06 RESEAL GLASS		WARRANTY																																								
TOTAL - SUBLET		0.00																																								

COMMENTS  
 CALL 508-334-8770

REYNOLDS and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0896; fax 1-800-531-9025



809 Washington Street  
 Auburn, MA 01501  
 508-832-8000  
 www.herbchambers.com



735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>KELLY AVILES</b>	1301	TAG NO.	INVOICE DATE <b>11/13/06</b>	INVOICE NO. <b>HYCS238234</b>
<b>CHERRY VALLEY, MA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>5,385</b>	COLOR <b>/</b>	STOCK NO. <b>06825</b>
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>			DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>
	VEHICLE ID. NO. <b>5 N P E U 4 6 F 5 6 H</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/13/06</b>		
REASON FOR BLAME	BUSINESS BLAME	COMMENTS			<b>MO: 5385</b>

LABOR & PARTS  
 # 1 60HYZ19 AIRBAG TECH(S) 1230 WARRANTY  
 C S SRS LIGHT FUNCTION INCORRECTLY  
 SOP  
 TECH FOUND VEHICLE PASS FRONT AIRBAG LIGHT STAYS ON EVEN  
 WITH SOMEONE IN IT IMPROPER READING FROM DETECTOR.  
 TECH REMOVED AND REPLACED LOWER SEAT CUSHION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88200-0A405-QZL	CUSHION ASSY-FR S		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!!  
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED  
 WITH YOUR SERVICE EXPERIENCE PLEASE CALL JASON  
 THOMAS AT THE TOYOTA STORE 508-832-8000  
 OR DAVID FROMENT AT THE HYUNDAI STORE 508-832-9990

CUSTOMER SIGNATURE

Reynolds and Reynolds ERALZFNVA TO ORDER: www.ersource.com, 1-800-344-0996, fax 1-800-531-0055

809 Washington Street  
 Auburn, MA 01501  
 508-832-8000  
 www.herbchambers.com

735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>JEFFREY BARNHILL</b>	TAG NO. <b>52337</b>	INVOICE DATE <b>05/16/07</b>	INVOICE NO. <b>HYCS255483</b>
<b>CHERRY VALLEY, MA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>10,111</b>	COLOR <b>BLUE/</b>
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>	DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>	STOCK NO.
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/16/07</b>	
COMMENTS				<b>MO: 10130</b>

LABOR & PARTS  
 # 1 51HYZ BODY ELECTRICAL TECH(S)-1230 WARRANTY  
 PASS SIDE AIRBAG  
 TECH SCANNED FOR CODES NO CODES  
 TEST DROVE WITH MULTIPLE PEOPLE OF VARYING WEIGHTS  
 ALL NORMAL OPERATION  
 JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
 NEEDS LOANER

TOTALS

*****	TOTAL LABOR.....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS.....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET...	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL G.O.G.....	0.00
*****	TOTAL MISC CHG...	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!!  
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED  
 WITH YOUR SERVICE EXPERIENCE PLEASE CALL JASON  
 THOMAS AT THE TOYOTA STORE 508-832-8000  
 OR CRYSTAL KINNEY AT THE HYUNDAI STORE 508-832-9990

CUSTOMER SIGNATURE

*Hyundai Customer Service  
 800-633-5151  
 Dan Bertolussi, General Manager  
 508-832-8000*

*Belle #*  
*Chelsen*  
*547278*  
*54950*  
*Debbie*

Reynolds and Reynolds EPALZBINN TO ORDER: www.reynolds.com, 1-800-344-0888, fax 1-800-531-9055

809 Washington Street  
 Auburn, MA 01501  
 508-832-8000  
 www.herbchambers.com

735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>MICHAEL SIDDLER</b>	52952	TAG NO.	INVOICE DATE <b>06/06/07</b>	INVOICE NO. <b>HYCS257315</b>
<b>CHERRY VALLEY, MA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>10,877</b>	COLOR <b>BLUE/</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>06/HYUNDAI/SONATA/LX V6</b>	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>	DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/04/07</b>	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS				<b>MO: 10878</b>

**LABOR & PARTS**  
 # 1 52HYZ12 SUP RESTRAINT SYS TECH(S): 1818 WARRANTY  
 C/S THE PASSENGER AIRBAG OFF LIGHT STAYS ON WHEN PASSENGER  
 ON SEAT CHECK OUT  
 INTERNAL FAULT  
 REPLACED PASSENGER SIDE FORNT SEAT BOTTOM ORDERED AND  
 APPROVED BY ROGER AND MIKE FROM HYUNDAI.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88200-0A906-QZL	CUSHION ASSY-FR S		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
JOB # 1	79160	257315	06/06/07	WASH AND VAC	0.00
TOTAL - SUBLET				0.00	

**TOTALS**

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*		

**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!!  
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED  
 WITH YOUR SERVICE EXPERIENCE PLEASE CALL JASON  
 THOMAS AT THE TOYOTA STORE 508-832-8000  
 OR CRYSTAL KINNEY AT THE HYUNDAI STORE 508-832-9990

CUSTOMER SIGNATURE

Reynolds and Reynolds ERALZRNVN TO ORDER: www.ersource.com; 1-800-344-0996; fax: 1-800-531-9055



809 Washington Street  
Auburn, MA 01501  
508-832-8000  
www.herbchambers.com



735 Southbrige Street  
Auburn, MA 01501  
508-832-9990  
www.herbchambers.com

CUSTOMER NO.	CRYSTAL KINNEY	45743	TAG NO.	11/28/07	HYCS273182
LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.	
		14,544	BLUE/		
CHERRY VALLEY, MA	06/HYUNDAI/SONATA/LX V6		DELIVERY DATE	DELIVERY MILES	50
	5 N P E U 4 6 F 5 6 H		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.		R.O. DATE		
			11/12/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 14547

LABOR & PARTS  
 # 1 00HYZLOF OIL & FILTER CHANGE TECH(S): 1232 INTERNAL  
 CUSTOMER REQUESTS OIL AND FILTER REPLACEMENT PER TIMES/MILEAGE OIL AND FILTER CHANGE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK3C100	OIL CHANGE KIT		INTERNAL
JOB # 1	1	26320-3C100	SERVICE KIT-OIL F		INTERNAL
JOB # 1	1	21513-23000	GASKET-OIL PLUG		INTERNAL
JOB # 1	5	OILS	MOTOR OIL		INTERNAL
JOB # 1	1	WS	FLUIDS		INTERNAL
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

# 2 00HYZLOF2 INSPECTIONS TECH(S): 1232 0.00  
 CUSTOMER STATES CHECK ALL LIGHTS/BELTS/HOSES/PARKING BRAKE/TIRE PRESSURE COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

# 3 51HYZ BODY ELECTRICAL TECH(S): 1232 WARRANTY  
 CUSTOMER STATES PASSENGER AIR BAG LIGHT INTERMITTENTLY FAILS TO FUNCTION CORRECTLY - SCAN WITH CUSTOMER IN SEAT PER BOB CAUSE: INTERMITTENT INCORRECT READING CAUSAL P/N 88200A905QZL  
 CORRECTION: SCANNED COMPUTER - NO CODES PRESENT - WITH CUSTOMER GETTING IN AND OUT OF VEHICLE IN VARIOUS PARKING LOTS AROUND THE DEALERSHIP. THE HIGH SCAN AND THE OCS ON DASH INDICATED SMALL OCCUPANT SITTING IN VEHICLE - WITH CUSTOMER SITTING WITH FEET ON FLOOR AND CENTERED IN SEAT. THE SMALL OCCUPANT READING DID NOT CHANGE UNTIL VEHICLE SHUT OFF AND EXITED - WHEN CUSTOMER GOT BACK IN AND VEHICLE WAS STARTED, LARGE OCCUPANT REGISTERED - REPEATED NUMEROUS TIMES AND DRIVE SHORT DISTANCES - OCS NEVER CHANGED WHEN DRIVING AND ONLY ONE TIME DID OCS SENSE SMALL OCCUPANT - EVERY TIME CUSTOMER EXITED VEHICLE, OCCUPANT SENSOR READ EMPTY AND EVERY TIME EXCEPT ONCE, IT REGISTERED A LARGE OCCUPANT - REVIEWED WITH HYUNDAI - REVIEWED WITH FIELD REP - ADVISE CUSTOMER REFER TO OWNER'S MANUAL IF CONDITION REOCCURS TO FOLLOW KEY CYCLE PROCEDURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

COMMENTS  
 WAIT

Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-344-0896 fax: 1-800-531-9055

CUSTOMER NO.	ADVISOR <b>CRYSTAL KINNEY</b>	TAG NO. <b>45743</b>	INVOICE DATE <b>11/28/07</b>	INVOICE NO. <b>HYCS273182</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,544</b>	COLOR <b>BLUE/</b>
<b>CHERRY VALLEY, MA</b>	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>		DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/12/07</b>	
	COMMENTS			<b>MO: 14547</b>

TOTALS

*****	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL SUBLET....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL G.O.G....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!!  
 IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED  
 WITH YOUR SERVICE EXPERIENCE PLEASE CALL JASON  
 THOMAS AT THE TOYOTA STORE 508-832-8000  
 OR BOB PASCARELLI AT THE HYUNDAI STORE 508-832-9990

CUSTOMER SIGNATURE

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0986; fax: 1-800-531-0155



809 Washington Street  
 Auburn, MA 01501  
 508-832-8000  
 www.herbchambers.com



735 Southbrige Street  
 Auburn, MA 01501  
 508-832-9990  
 www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>JENNIFER A JOUBERT 59149</b>	TAG NO.	INVOICE DATE <b>08/14/08</b>	INVOICE NO. <b>HYCS300471</b>
CHERRY VALLEY, MA	LABOR RATE	LICENSE NO.	MILEAGE <b>23,962</b>	COLOR <b>BLUE/</b>
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>	DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>	STOCK NO.
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/11/08</b>	
RI	COMMENTS			MO: 23963

**J# 1 52HYZ12** SUP RESTRAINT SYS TECH(S):1232 WARRANTY  
 CUSTOMER STATES THE PASSENGER SIDE AIR BAG OFF LIGHT STAYS ON EVEN WITH SOMEONE SITTING IN SEAT. PERFORM AIR BAG RECALL. VERIFIED CUSTOMER CONCERN. EVALUATED LIGHT, REMOVED SEAT CUSHION, SENT OUT TO B REPROGRAMMED AND REINSTALLED. RETESTED, OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

**J# 2 00HYZMPI** COURTESY INSPECTION TECH(S):1232 INTERNAL  
 COURTESY INSPECTION COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

**J# 3 70HYZ03** RENTAL TECH(S):.99 WARRANTY  
 ENTERPRISE RENTAL RESERVED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

**J# 4 01HVZ003** 3,750 MILE SERVICE TECH(S):1232 INTERNAL  
 CUSTOMER REQUESTS 3,750 MILE SERVICE DUE BECAUSE OF MILEAGE OR TIME. OIL AND FILTER CHANGED, CHECK AND TOP OFF ALL FLUID LEVELS. INSPECT ALL BELTS AND HOSES, CHECK TIRE CONDITION, ADJUST PRESSURE AND ROTATE, INSPECT AIR FILTER, INSPECT ENTIRE BRAKE SYSTEM FRONT AND REAR, INSPECT STEERING, BALL JOINTS, DRIVESHAFTS, BOOTS AND FILL WASHER SOLVENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	PK3C100	OIL CHANGE KIT	INTERNAL
JOB # 4	1	26320-3C100	SERVICE KIT-OIL F	INTERNAL
JOB # 4	1	21513-23000	GASKET-OIL PLUG	INTERNAL
JOB # 4	5	OILS	MOTOR OIL	INTERNAL
JOB # 4	1	WS	FLUIDS	INTERNAL
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

**J# 5 00HYZ001** NO OTHER CONCERNS TECH(S):1232 INTERNAL  
 NO OTHER CONCERNS AT THIS TIME  
 NO OTHER CONCERNS AT THIS TIME  
 NO OTHER CONCERNS AT THIS TIME

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/11/08	300471	23962	59149	1232	W	52HZY12	SUP RESTRAINT SYS
				1232	I	00HZYMPI	COURTESY INSPECTION
				99	W	70HZY03	RENTAL
				1232	I	01HZY003	3,750 MILE SERVICE
				1232	I	00HZY001	NO OTHER CONCERNS
				1232	W	60HZY	INTERIOR TRIM

SALESPERSON NO. 41923 PETER W EICHHOLZ **S E R V I C E** STATE REG# MA021

VEHICLE I.D. NO. <b>5NPEU46F56H</b>	YEAR/MAKE/MODEL <b>06/HYUNDAI/SONATA/LX V6</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	REG. TAG NO.
CUSTOMER NO.		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
CHERRY VALLEY, MA		API	04/20/06	50	09/06/08
COLOR <b>BLUE/</b>		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>260</b>
TURBO	MMV	AIR COND.	P.S.	TRANS	MILEAGE
					24,950
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO.	ADVISOR	I hereby authorize the repair work herein 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. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
		62601	KEVIN P. PIERCE		
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY			
11:37am	08/11/08 08:00pm	<input checked="" type="checkbox"/>			
APPOINTMENT	LABOR RATE	I HEREBY UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS, WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED \$ _____			
<input type="checkbox"/> Yes		<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/> No		<input checked="" type="checkbox"/>			

**COMMENTS :**

1 **W** 51HZY **BODY ELECTRICAL**  
**THE PASSENGER AIR BAG OFF MESSAGE REMAINS, IF SOMEONE SITS IN THE RIGHT FRONT SEAT (HISTORY...) SEAT HAS BEEN SENT OUT FOR RECALIBRATION**

9.6.09  
 11:45 : Attw B.P.  
 (see back of R.O.)

NO CORROSION ERROR CODES  
 Real Time INDICATES : Small OCCUPANT

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY

REVISED ESTIMATE (1)	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

\_\_\_\_\_  
 CUSTOMER SIGNATURE

Revised and Replaces: F5ALZRM02E CC222735 0 (1/07)



**Worcester County Consumer Mediation Program**

50 Sunset Lane, Box S, Paxton, MA 01612 – (508) 849-3274

March 26, 2008

Cherry Valley, MA

Re: Complaint against Herb Chambers Hyundai  
Complaint #

Dear

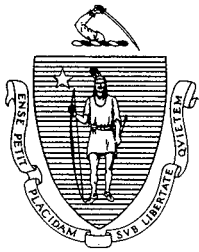
Despite our effort to help you resolve your complaint, we have not succeeded in bringing about the result you sought. I am sorry we could not be of more assistance to you in this matter.

Your consumer complaint will remain on file for ten (10) years, with the Attorney General's office.

If you have any questions, please do not hesitate to contact me at (508) 849-3274.

Sincerely,

Michael Lombardi  
Coordinator of Consumer Mediation  
Worcester County Consumer Mediation Program



THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF THE ATTORNEY GENERAL

ONE ASHBURTON PLACE  
BOSTON, MASSACHUSETTS 02108

MARTHA COAKLEY  
ATTORNEY GENERAL

(617) 727-2200  
[www.ago.state.ma.us](http://www.ago.state.ma.us)

February 19, 2008

Cherry Valley, MA

Dear \_\_\_\_\_

Thank you for contacting Attorney General Martha Coakley's Consumer Complaint and Information Section. The Attorney General's Office offers a free, voluntary mediation program aimed at resolving disputes between consumers and businesses outside of court. Although we cannot require a merchant to participate in this voluntary service, many businesses do choose to take part in the process. As a result, our office is able to help many individuals resolve consumer problems.

I have forwarded your complaint to the Local Consumer Program in your area. This program works in partnership with the Attorney General's Office to provide information and informal mediation services to consumers. A mediator from the Program will review your information and will be in touch with you. The Local Consumer Program is:

Worcester-Anna Maria College  
Molly Bish Center for Prot.Child.& Elder  
50 Sunset Lane, Box S  
Paxton, MA 01612  
508-849-3274

If you do not hear from someone at the above-named office within a week, please feel free to call them. To learn more about this program and other services and information offered, you may refer to the Attorney General's web page at [www.mass.gov/ago](http://www.mass.gov/ago).

Sincerely,

A handwritten signature in black ink, appearing to read "Melissa Armstrong".

Melissa Armstrong  
Consumer Complaint and Information Section



# Consumer Complaint Form

Office of the Attorney General  
Consumer Complaints and Information  
One Ashburton Place  
Boston, MA 02108

If your complaint is urgent or if you seek an accommodation due to a disability, please call the Consumer Hotline at (617) 727-8400 or (617) 727-4765 TTY or the Elder Hotline at (888) 243-5337.  
To use all form features and for best accessibility, download the free Adobe Reader version 8 - link on our website.  
If using JAWS screen reader, use Forms mode.

## Your information:

Name

Address

City  State  Zip

Phone   Daytime phone (Note: we can only contact you by telephone Monday - Friday, from 9am to 5pm. )  
 Evening phone

Email

Check here if you are over 60.  
(Note: you are not required to provide this information to file a complaint, but having it may help us serve you more effectively.)

Please check indicating whether you are filing the complaint as an individual or as a business.  
 Business  Individual

## Information on the business or organization that is the subject of this complaint:

Business Name

Address

City  State  Zip

Phone

Type of Business

## Information on your complaint:

Describe the problem or concern that this complaint is about.

**Information on your complaint, continued**

What outcome do you seek from filing this complaint?

AG's office will review my complaint for possible mediation.

If you are requesting mediation, what resolution do you seek?

We want our car fixed properly. The dealerships and Hyundai repair attempts were to loose the leather seat and replace the leather seat bottom 3 times. They believe the recycling of the key is an acceptable means of correcting this design failure. +

Have you complained directly to the business? If yes, check here.

Have you previously contacted the Attorney General's Office or other agencies about this problem? If yes, check here.

If yes, please specify dates of previous contacts with AG's Office and/or other agencies you have contacted.

Have you hired an attorney to represent you in this matter? If yes, check here.

Has this matter ever been taken to court? If yes, check here.

**Review, sign, and submit your complaint:**

**1. Review the confidentiality of your complaint:** Under most circumstances, the text of your complaint will be considered a public record and be available to any member of the public upon request. In response to such a request, we generally will not disclose your name, address, phone number, or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint you submitted. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

If you no longer wish to file this complaint and wish to clear the data you have entered, click on:

[Reset Form](#)

**2. Are you willing for us to send this complaint to the business** you are complaining about and  do you authorize that business to release any and all information with regard to this complaint to the Attorney General's Office. If yes, please check.

**3. Read this important notice and sign your complaint.**

I understand when I submit this complaint that the Attorney General's Office cannot give me legal advice and cannot act as my personal lawyer. I also understand that the Attorney General's Office may need to forward this complaint to another agency for response, including one of its designated Local Consumer Programs.

Signed by:

Date/Time

**If you prefer to contact us by regular mail or have copies of documents to submit in support of your complaint:**

Please fill the form out online and print it, or if you prefer, print a copy of the blank form and fill it in by hand. Sign and mail to the address shown at the top of the form.

[Print Form](#)

**For forms submitted by email** using this *fillable* form:

[Submit by Email](#)

Fill in your name on the *Signed By* line, and check the box next to *Declaration*.

By filling in my name and checking this box, I certify that the information I have provided is true and correct to the best of my knowledge, and that I adopt this as my online signature.

**Declaration**

Note: emailing this form requires an email account. If you do not have an email account available, you can print the form and submit it by regular mail.

Cherry Valley, MA \_\_\_\_\_

Home ( \_\_\_\_\_  
Work ( \_\_\_\_\_

June 16, 2007

Name of Manufacturer  
Hyundai

Dear Debra Czachor

I believe that my car is a "lemon" under the Massachusetts Lemon Law (Massachusetts General Laws; c. 90 Sec. 7N1/2). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, Sec.9).

I purchased a 2006 Hyundai Sonata, on 4/20/2006 from Herb Chambers Hyundai in Auburn, MA. The vehicle identification number or VIN number is 5NPEU46F56H\_\_\_\_\_. Since I bought the vehicle, I have had to return it to the dealership a total of 7 times for the same defect and 3 other times for different defects. My vehicle has been out of service for repairs for a total of 15 business days. My vehicle has been in Herb Chambers Hyundai for repairs on the following dates for repair of the following defects:

9/14/2006 for passenger air bag light doesn't turn off when passenger is seated.

10/17/06 for passenger air bag light doesn't turn off when passenger is seated.

11/13/06 to have replacement seat bottom installed

12/12/06 for passenger air bag light doesn't turn off when passenger is seated.

1/18/07 for passenger air bag light doesn't turn off when passenger is seated.  
Seat bottom replaced for the second time.

5/16/07 for passenger air bag light doesn't turn off when passenger is seated.

6/4/07 for passenger air bag light doesn't turn off when passenger is seated.  
Seat bottom replaced for the third time.

I am having the following problems with my vehicle at this time: the passenger air bag light doesn't turn off when a passenger is seated. The air bag system is not activated when my wife is seated in the passenger seat which is a major safety issue should we be involved in an accident.

These remaining defects substantially impair the use, market value or **safety of my vehicle**. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter, I

am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,

\_\_\_\_\_

Hyundai File # \_\_\_\_\_

CUSTOMER NO.	ADVISOR <b>CRYSTAL KINNEY</b>	45743	TAG NO.	INVOICE DATE <b>01/23/07</b>	INVOICE NO. <b>HYCS244178</b>
<b>CHERRY VALLEY, MA</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>7,627</b>	COLOR <b>/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>			DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/18/07</b>		
COMMENTS					<b>MO: 7627</b>

**LABOR & PARTS**  
**# 1 60HYZ19 AIRBAG TECH(S):1230 WARRANTY**  
 C/S PASS AIR BAG LIGHT COMES ON  
 CAUSE: UPDATED PART  
 CORRECTION: DIAGNOSED WITH TECH FIELD REP. - OCCUPANCY  
 DETECTION SWITCHES BETWEEN LARGE AND SMALL OBJECT WITH  
 CUSTOMER SEATED IN CORRECT POSITION AND NOT MOVING -  
 REMOVED LOWER CUSHION AND SEAT COVER TO CHECK PRODUCTION  
 DATE OF OCCUPANCY DETECTOR - REPLACED PASS FRONT LOWER  
 CUSHION WITH UPDATED PART PER REP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88200-0A405-QZL	CUSHION ASSY-FR S		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**# 2+00HYZL0F OIL&FILTER CHANGE TECH(S):1230 INTERNAL**  
 CUSTOMER REQUESTS OIL AND FILTER REPLACEMENT  
 PER TIMES/MILEAGE  
 OIL AND FILTER CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 2	1	PK3C100	OIL CHANGE KIT		INTERNAL
JOB # 2	1	26320-3C100	SERVICE KIT-OIL F		INTERNAL
JOB # 2	1	21513-23000	GASKET-OIL PLUG		INTERNAL
JOB # 2	5	OILS	MOTOR OIL		INTERNAL
JOB # 2	1	WS	FLUIDS		INTERNAL
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**COMMENTS**  
 WAIT

Reynolds and Reynolds ERALZRNVN TO ORDER: www.reynolds.com; 1-800-344-0996; fax: 1-800-531-9055

Herb Chambers



809 Washington Street  
Auburn, MA 01501  
508-832-8000  
www.herbchambers.com

Herb Chambers



735 Southbrige Street  
Auburn, MA 01501  
508-832-9990  
www.herbchambers.com

CUSTOMER NO.	ADVISOR <b>CRYSTAL KINNEY</b>	45743	TAG NO.	INVOICE DATE <b>01/23/07</b>	INVOICE NO. <b>HYCS244178</b>
CHERRY VALLEY, MA	LABOR RATE	LICENSE NO.	MILEAGE <b>7,627</b>	COLOR <b>/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/LX V6</b>			DELIVERY DATE <b>04/20/06</b>	DELIVERY MILES <b>50</b>
	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 5 6 H</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>01/18/07</b>	
RI	COMMENTS				<b>MO: 7627</b>

TOTALS

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*****
* [ ] 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

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THANK YOU FOR YOUR BUSINESS!!!  
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED  
WITH YOUR SERVICE EXPERIENCE PLEASE CALL JASON  
THOMAS AT THE TOYOTA STORE 508-832-8000  
OR DAVID FROMENT AT THE HYUNDAI STORE 508-832-9990

CUSTOMER SIGNATURE

Reynolds and Reynolds EPALZRNVN TO ORDER: www.reynolds.com 1-800-344-0998; fax: 1-800-531-9055