



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

06-JUL-2009

Repository ☐

Reference No.
10275824

OWNER INFORMATION (Type or Print)

Name

Address

City

TRAFFORD

State

PA

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: KMHCU46D88U
Make: HYUNDAI Model: ELANTRA Model Year: 2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-MAR-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

4325, 8918

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 2008 HYUNDAI ELANTRA. WHENEVER THE CONTACT SHIFTED INTO PARK, THE GEAR WOULD NEVER STICK. THE VEHICLE WOULD EITHER MOVE FORWARD OR BACKWARDS FOR A FEW SECONDS BEFORE COMING TO A COMPLETE STOP. WHENEVER THE GEAR WAS IN DRIVE, THE VEHICLE WOULD JERK FORWARD. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE WOULD NOT MOVE OR WOULD SUDDENLY ACCELERATE. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES FOR THESE FAILURES. DURING THE FIRST VISIT, THE MECHANIC REPLACED THE TRANSMISSION, WHICH CORRECTED THE ISSUE FOR LESS THAN FOUR MONTHS. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND THEY STATED THAT THE SOLENOIDS WERE CAUSING THE FAILURES. THE DEALER REPLACED THE VALVE ASSEMBLY AND THE SOLENOIDS. THERE HAD BEEN NO FURTHER OCCURRENCES SINCE THE LAST REPAIR. THE CONTACT BELIEVES THAT A RECALL SHOULD BE ISSUED SINCE IT APPEARED TO BE A MANUFACTURER DEFECT. THE FAILURE MILEAGE WAS 8,918 AND CURRENT MILEAGE WAS 11,792.

same problem occurred 4th time on July 8, 2009 mileage 11,923 replaced wiring harness (see invoice 278039) also continued smell of gas inside car.

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.

HYUNDAI (Age # 3627592
customer assistance
800-633-5151

NAME: F.D.
LIFE: (54263)
LINDA: (54269)
RAUL: (54269)

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

Fuel pump Campaign replacement Sept 5, 2008 - reported hesitation when Accelerating
(See Invoice 267415) Intermittent hesitation
Replaced TRANSMISSION MARCH 9, 2009 (See Invoice 274122)
Reported smell of GAS MAY 7, 2009 (See Invoice 275776)
Reported car not holding in park - ~~intermittent~~ replaced Second Transmission
(See Invoice 277116)
Reported car hesitating when accelerating, Jerking forward
and rapidly Accelerating. replaced Solenoids (See Invoice 277691)
The fourth Attempt to fix Problem See Invoice 278039. I came
close to ~~leaving~~ rearending two vehicles during these incidents of Accelerating
& hesitation.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

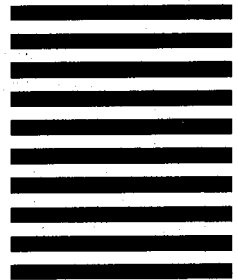
National Highway
Traffic Safety
Administration

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 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

or call:

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



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



CUSTOMER #: 221527

276821



INVOICE

4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
www.cochran.com

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 367 REX SUTTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
7F/White	08	HYUNDAI Elantra	KMH DU46D88U		11054/11057		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAR08 IS							
21MAR08 DD			WAIT 08JUN09		90.00	CASH	08JUN09

R.O. OPENED

READY

OPTIONS: STK:H80552

07:16 08JUN09 15:47 08JUN09

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

A CUSTOMER STATES THE CAR IS SHIFTING FORWARD WHEN YOU PUT IT INTO PARK
HAS HAPPENED TWICE ONCE ON A FLAT AND ONCE ON A SLIGHT INCLINE
SO FOUND THE TRANSMISSION NOT HOLDING IN PARK.

ORDERED THE TRANSMISSION

98130 INH

(N/C)

B QUALITY REINSPECTION

QRI QUALITY REINSPECTION

98130 INH

(N/C)

WAIT CREATED 2009-06-01

09:59:00AM TAKEN BY DER K

SHULTZ

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 221527

277116



4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
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INVOICE

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 367 REX SUTTON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
7F/White	08	HYUNDAI Elantra		KMH DU46D88U		11418/11422		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
21MAR08 IS								
21MAR08 DD			20:00 15JUN09		90.00	CASH	15JUN09	

R.O. OPENED READY OPTIONS: STK:H80552

09:47 15JUN09 14:03 15JUN09

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE CAR WILL NOT HOLD IN PARK-- SPECIAL ORDER PARTS

CAUSE: INTERNAL TRANSMISSION FAILURE. REPLACED THE TRANSMISSION

45000R00 TRANSMISSION ASSY-AUTO RE

98130 WH

(N/C)

1 0026823360 REMAN TRANSMISSION

(N/C)

1 00232-19012 ATF-SP III

(N/C)

1 00232-19021 TRANSMISSI

(N/C)

45000R33 TRANS ASSY-AUTO ADD FLUSH COOLER

98130 WH

(N/C)

FC: 31

PART#: 0026823360

COUNT: 1

CLAIM TYPE: WAR

AUTH CODE:

INTERNAL TRANSMISSION FAILURE. REPLACED THE TRANSMISSION. FOUND THE
TRANSMISSION NOT HOLDING IN PARK

B QUALITY REINSPECTION

QRI QUALITY REINSPECTION

98130 INH

(N/C)

C** GOOD WILL RENTAL

CAUSE: CUSTOMER SATISFACTION RENTAL

GWRENT GOOD WILL RENTAL

999 WH

(N/C)

CC: 01

FC: 01

PART#: 0026823360

COUNT: 0

CLAIM TYPE: WAR

AUTH CODE:

SUBL CUSTOMER SATISFACTION RENTAL

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 221527

278039

INVOICE



4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
www.cochran.com

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 367 REX SUTTON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
7F/White	08	HYUNDAI Elantra		KMH DU46D88U [REDACTED]			11923/11945		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
21MAR08 IS									
21MAR08 DD			19:00 10JUL09			90.00	CASH	10JUL09	

R.O. OPENED

READY

OPTIONS: STK:H80552

06:44 08JUL09 10:44 10JUL09

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

A CUSTOMER STATES THAT WHEN PULLING OUT FROM STOP THE CAR IS NOT

ACCEL RATING WITH THE PEDAL TO THE FLOOR

CAUSE: FOUND CODES P0700, 0765 CONTACTED TECH LINE CASE#3635557 ADVISED

TO REPLACE THE TRANSMISSION WIRING HARNESS

45775R00 VALVE ASSY-SOLENOID (ALL) RE

294 WH

(N/C)

1 46307-23010 HARNESS

(N/C)

45775RP0 VALVE ASSY-SOLENOID ADD SCAN TOOL

OPERATION

294 WH

(N/C)

FC: 15

PART#: 46307-23010

COUNT: 1

CLAIM TYPE: WAR

AUTH CODE:

FOUND THE CHECK ENGINE LIGHT ON, CODES P0765, 0700 SAME CODES AS
REPAIR ORDER 277691 FOLLOWED TSB# 09-AT-011 TO REPLACE THE TRANSMISSION
SOLENOIDS. ALREADY DONE. CHECKED THE CONTINUITY FOR THR SOLENOIDS ALL OK
4.00 OHM CONTACTED TECH LINE CASE # 3635557 ADVISED TO REPLACE THE
TRANSMISSION WIRING HARNESS. REPLACED THE TRANSMISSION WIRING HARNESS
TEST DROVE OVERNIGHT OK

B CHECK ENGINE LIGHT IS ON

MM RELATED TO LINE A

294 INH

(N/C)

C CUSTOMER STATES THERE WAS A SMELL OF GAS INSIDE OF THE CAR

NC NO CONDITION FOUND

294 INH

(N/C)

D QUALITY REINSPECTION

QRI QUALITY REINSPECTION

294 INH

(N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

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warranty of merchantability or
fitness for a particular purpose.
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authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

CUSTOMER COPY

CUSTOMER #: 221527

267415



INVOICE

4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
www.cochran.com

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] ONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 297 JAMES DOWNS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
7F/White	08	HYUNDAI Elantra	KMH DU46D88U		4325/4329		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAR08 IS							
21MAR08 DD			WAIT 05SEP08		90.00	CASH	05SEP08

R.O. OPENED

READY

OPTIONS: STK:H80552

10:00 05SEP08 11:33 05SEP08

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

A CHANGE ENGINE OIL AND FILTER*FILL TO CAPACITY WITH PENNZOIL*INSPECT

AIR FILTER*INSPECT FLUIDS*INFLATE TIRES TO CORRECT PRESSURE*

3750 CHANGE ENGINE OIL AND FILTER*FILL TO
CAPACITY WITH PENNZOIL*INSPECT AIR
FILTER*INSPECT FLUIDS*INFLATE TIRES TO
CORRECT PRESSURE*

424	CH		10.25	10.25
1	OIL MOTOR OIL	11.65	11.65	11.65
1	21513-23001 GASKET-OIL	0.98	0.90	0.90
1	26300-35503 FILTER ASM	6.40	6.40	6.40

B CUSTOMER STATES THAT THERE IS A INTERMITTENT HESITATION WHEN
ACCELERATING

MM RELATED TO LINE-C

424	CH		0.00	0.00
-----	----	--	------	------

C** RECALL T57

CAUSE: REPLACED FUEL PUMP

FUELPUR1 FUEL PUMP CAMPAIGN

424 WH

1 31110-2H005-QQH FUEL PUMP

CC: 01

FC: 01

PART#: 31110-2H005-QQH

COUNT: 1

CLAIM TYPE: CPN

AUTH CODE:

(N/C)
(N/C)

1.76
0.29

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	10.25
PARTS AMOUNT	18.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.20
ADJUSTMENTS	0.00
SALES TAX	2.05
PLEASE PAY THIS AMOUNT	31.25

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 221527

273941



4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
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INVOICE

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 367 REX SUTTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
7F/White	08	HYUNDAI Elantra	KMH DU46D88U		8918/8924		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAR08 IS							
21MAR08 DD			WAIT 17MAR09		90.00	CASH	17MAR09
R.O. OPENED		READY	OPTIONS: STK:H80552				

07:53 17MAR09 08:27 17MAR09

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

A CUSTOMER STATES THE CAR WILL JERK FORWARD WHEN YOU PUT IT INTO PARK.

HAPPENED SUNDAY WAS THE LAST TIME . HAPPENS WHEN PARKED ON A

SLIGHT GRADE

SO ORDERED THE TRANSMISSION

98130 INH

(N/C)

B CUSTOMER STATES THERE IS A WATER STAIN ON THE REAR PASSENGER SEAT.

SINCE THE CAR WAS DELIVERED

MM HAD DETAIL LOOK AT WATER SPOT ON THE BACK SEAT

98130 INH

(N/C)

WAIT CREATED 2009-03-16

09:31:00AM TAKEN BY JAK E

PODOLSK Y CUST WILL WAIT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 221527

274122



4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
www.cochran.com

INVOICE

TRAFFORD, PA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 396 DERK SHULTZ

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
7F/White	08	HYUNDAI Elantra		KMH DU46D88U		9073/9076		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
21MAR08 IS								
21MAR08 DD			18:00 23MAR09		90.00	CASH	23MAR09	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:H80552

07:35 23MAR09 16:08 23MAR09

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

A CUSTOMER STATES THAT THE CAR IS NOT HOLDING PARK - PARTS WERE ORDERED
CAUSE: INTERNAL TRANSMISSION FAILURE. REPLACED THE TRANSMISSION

45000R00	TRANSMISSION ASSY-AUTO RE						
98130	WH						(N/C)
1	0026823360	REMAN TRANSMISSION					(N/C)
1	00235-18100	TRANSMISSI					(N/C)
5	00230-11000	ATF - SP I					(N/C)
45000R33	TRANS ASSY-AUTO ADD FLUSH COOLER						
98130	WH						(N/C)

CC: 11
FC: 43
PART#: 0026823360
COUNT: 1
CLAIM TYPE: WAR
AUTH CODE:

INTERNAL TRANSMISSION FAILURE. REPLACED THE TRANSMISSION

B QUALITY REINSPECTION

QRI QUALITY REINSPECTION

98130	INH						(N/C)
-------	-----	--	--	--	--	--	-------

LOAN CREATED 2009-03-17
08:48:00AM TAKEN BY REX SUTTON
L OANER MON 800

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 221527

275776



INVOICE

4916 William Penn Highway
Monroeville, PA 15146
(412) 374-1111
www.cochran.com

PAGE 1

TRAFFORD PA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 367 REX SUTTON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
7F/White	08	HYUNDAI Elantra		KMH DU46D88U			10394/10395		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
21MAR08 IS									
21MAR08 DD			WAIT 07MAY09			90.00	CASH	07MAY09	
R.O. OPENED		READY		OPTIONS: STK:H80552					

06:58 07MAY09 08:52 07MAY09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THERE IS A SMELL OF GAS INSIDE THE CAR

MM COULD NOT DUPLICATE THE CONDITION LET THE CAR

RUN FOR 45 MINS NO SMELL OVER THE TIME THE

CAR IS RUNNING

98130 INH

(N/C)

B QUALITY REINSPECTION

QRI QUALITY REINSPECTION

999 INH

(N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

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
ADJUSTMENTS	0.00
SALES TAX	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

0.00