

February 20, 2010

From: [REDACTED]

New Lenox, IL [REDACTED]

To: Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 92728-0850

CL-10319740-8228 NS-200
EXECUTIVE SECRETARIAT
2010 MAR -9 AM 8:14
2010 MAR -8 P 1:59
RECEIVED-HMTSA

**Re: REAR TRAILING ARM MOTOR VEHICLE RECALL
FRONT SUBFRAME MOTOR VEHICLE RECALL**

Dear Hyundai Motor America:

We own a 2002 Hyundai Santa Fe 4 Door Utility vehicle that has the VIN: KM8SC13D32U [REDACTED]. We received the Motor Vehicle Recall notice from Hyundai Motor America (HMA), attached as Exhibit "A", which stated there was a recall for both the Rear Trailing Arm (RTA) and the Front Subframe for our vehicle referenced above.

On February 19, 2010 at 1:00 p.m. (CST), I ([REDACTED]) brought our vehicle to the Family Hyundai located at 8101 W. 159th Street, Tinley Park, IL 60477 for the scheduled appointment made to address the recalls in question. I am now writing this letter to inform HMA that I strongly believe the recalls were not handled properly and that further action from HMA and/or Family Hyundai is necessary. I also am writing to advise HMA that the service I received was extremely inadequate. Below is the detail of my concerns regarding the recalls and inadequate service.

My husband [REDACTED] made the appointment for the recalls via telephone with Family Hyundai and he specifically stated we wanted both recalls addressed on the same visit. I arrived at 1:00 p.m. and was directed to a service advisor. I asked the service advisor if he would like to see my Motor Vehicle Recall letter so he could make sure the correct recalls were being addressed. He advised he did not need to see the letter since the information was in the system. I then immediately expressed my concern with the recalls and I advised we were experiencing a loud creaking noise in the rear of the vehicle. The advisor quickly and arrogantly stated that the creaking noise could be from anything - including my brakes! He advised they would let me know the status. I was then directed to the waiting room.

This service advisor made me feel like he just wanted to get me out of there as quick as possible and as though I was inconveniencing him. He spoke very fast to me and he was very short with me. He was quick to undermine my concerns as evidenced by how he stated the creaking noise could be from anything. He wouldn't even know the status of my brakes! He was not reassuring at all and he was talking down to me like I was an unintelligent person that couldn't decipher noises in my own car!

I waited in the waiting room for more than one hour before the service advisor came to give me an update. He advised of the following: holes were drilled to test the thickness of the sub frame and since it met the MINIMUM required thickness they just sprayed the rust proofing material inside. I asked what was causing the severe creaking noise? Not surprisingly, since he was suggesting from the start that my brakes could be causing the creaking noise, he went on to say that my rear brake pads and rotors should be replaced and he gave me a quote of \$550.00 to have that service performed. At this point, Family Hyundai incorrectly concluded that the rear brakes were the cause of the creaking noise. He then continued by rambling off a few light bulbs that needed to be replaced as well as a recommended 90K service on my car. He spoke so fast to quickly get me out of there that all I could make out was rear brakes – light bulb – and 90k service. He didn't even explain what the 90K service was! How do you sell a 90K service to me if you don't even take the time to explain what will be done and why it should be done? Finally, he advised they were washing my car and would have it ready soon so I could be on my way. Then he left. I still did not have my questions answered and my concerns addressed. I felt my safety concerns were brushed off and I was not taken seriously.

Back to the rear brakes at issue- On May 10, 2008 I took my Santa Fe to Tuffy Auto Service Center located at 20250 S. LaGrange Road, Frankfort, IL 60423 to have the following replaced: Rear Brake Service Disc, Rear Brake Rotors and Rear Brake Pads. At the time Tuffy completed the rear brake service the mileage on my vehicle was 71,416 miles. The Tuffy invoice is attached as Exhibit "B". Family Hyundai performed the recall work on my vehicle on February 19, 2010 when the vehicle had the total mileage of 89,845 – see attached Exhibit "C". This means that Family Hyundai was recommending I replace the same rear brake pads and rotors that I just had replaced less than two years ago and ONLY 18,429 miles ago!

Since I knew my brakes were newer and I had been hearing the creaking noise increase in intensity for a lengthy amount of time while I accelerated, made turns, went over bumps, etc., I wouldn't accept the explanation for the creaking noise that Family Hyundai gave. By no means am I trying to state my brakes at this present time do or do not need to be replaced. However, I am including this background brake service information as supporting evidence for why I had STRONG reason to believe that the deterioration of my rear brakes was not causing the creaking noise.

In fact, this was such a big red flag to me/gut instinct that I went to seek out an additional service advisor for help. The service advisor I was working with went to lunch and did not explain my situation to any other advisor. He knew I was not satisfied...he knew my concerns were not addressed; yet he failed to inform any one else about my concerns prior to going to lunch. So the next service advisor I spoke with was requesting that I sign the form to acknowledge that the work was completed. He had my keys ready and was trying to get me out the door. I refused to sign the form. He was confused why I wouldn't sign so I explained the creaking noise was not resolved. The woman receptionist that worked next to the service advisors noticed that I was upset. At that time the service manager happened to walk past me. The woman receptionist advised me

he was the service manager if I had any concerns. I was grateful for this woman being willing to help me when no one else would.

Anyways, I approached the service manager and explained my concerns about the creaking noise. I told him about the work that was completed and how I was dissatisfied. He said the front sub frame would not cause a creaking noise. At this point I was literally insisting/begging/pleading with him that there was a legitimate creaking noise not caused by the rear brakes. Finally, he offered to take my car for a ride with me to investigate the creaking noise. While he drove around the Hyundai lot, he too tried to pass off a "noise" he heard as my rear brakes failing. Then he accelerated my vehicle and the creaking noise in question was loud and clear. I pointed out he was accelerating, not braking, so there was no way the noise could be from the brakes. Then as he went over bumps and when he turned the vehicle the creaking noise was made. He then slammed on the brakes – no creaking noise and then accelerated quickly – creaking noise was made. While he tested the car I pointed out every creaking noise. **FINALLY...HE STATED, "OH, YOUR REAR TRAILING ARM IS MAKING A NASTY CREAKING NOISE".**

Then I got out my Motor Vehicle Recall letter and showed him where it specifically stated the recall was for the front sub frame AND the REAR TRAILING ARM. I also showed him the letter states the following: "YOU MAY SEE OR FEEL SLIGHT TO MODERATE CHANGES IN VEHICLE OPERATION WHICH WILL INCREASE IF THE VEHICLE IS NOT REPAIRED. THESE CHANGES INCLUDE A LOWERING OF VEHICLE HEIGHT THAT CAN LEAD TO TIRE MISALIGNMENT AND STEERING PULL. YOU MAY ALSO NOTICE A CREAKING SOUND. IF THE CORROSION IS ALLOWED TO PROGRESS, THE REAR TRAILING ARM MAY FRACTURE WHILE DRIVING". It was at this time that the service manager **ADMITTED** my RTA had a problem and that the recall for the RTA was not even acknowledged! He advised they would immediately bring it back in to inspect the RTA recall. I am extremely upset that Family Hyundai was pushing me to sign the recall work completed form and get me on my way when one of the recalls wasn't even acknowledged!

After my car was brought back in to inspect the RTA recall, I was told to go back to the waiting room. At this point I felt so grateful that I did not back down to the advisors that were brushing me off and ignoring my concern – I was right about the creaking noise. I didn't even get an apology. I did finally start to breathe a sigh of relief though, because while waiting this time I believed the problem was finally going to be resolved correctly.

THEN THE SERVICE MANAGER CAME TO ME WITH A RIDICULOUS BOMBSHELL! IT WAS A NEW, PATHETIC EXCUSE TO AVOID DOING THE ACTUAL RTA REPLACEMENT – JUST LIKE THEY TRIED TO PASS OFF THE REAR BRAKES AS THE SOURCE OF THE CREAKING NOISE! He brought me to my car that was hoisted on the lift and HE SAID, "THE REAR CONTROL ARM BUSHINGS WERE THE CAUSE OF THE NOISE, NOT THE RTA. SO HE CANNOT REPLACE THE RTA PER THE RECALL, BUT HE WOULD GET ME A PRICE QUOTE TO FIX THE REAR CONTROL ARM BUSHINGS". Now, how can I

believe it's the rear control arm bushings that are making the creaking noise and not the RTA when just earlier the service manager said, "**OH, YOUR RTA IS MAKING A NASTY CREAKING NOISE**"? Also, how can I believe their conclusion that the rear control arm bushings are the correct culprit of the creaking noise when earlier they also insisted it was the rear brakes making the creaking noise?

He continued to advise that the thickness of the RTA was tested and it met the minimum thickness requirement so the rust proof coating was sprayed inside that too. **THEN THE SERVICE MANAGER ADMITTED THAT IF THE RTA NEEDED TO BE REPLACED, THEN THE REAR CONTROL ARM BUSHINGS WOULD BE REPLACED AS WELL, FREE OF CHARGE, AS PART OF THE RECALL! THE LAST POINT THAT DEEPLY WORRIES AND UPSETS ME IS WHEN HE ADMITTED IF I DO NOT REPLACE THE REAR CONTROL ARM BUSHINGS, THEN THE SAME CONSEQUENCE COULD HAPPEN TO MY VEHICLE THAT COULD HAPPEN IF AN INSUFFICIENT RTA IS NOT REPLACED!**

If there is the same concern regarding the lack of safety with the RTA and the rear control arm bushings, then how can these problems be considered different, **particularly if they were replacing my RTA then the rear control arm bushings would have to be replaced too?** As I stated above, I feel this is a ridiculous excuse to get out of **REPLACING THE RTA TO MAKE SURE MY VEHICLE IS SAFE!** While I was with the service manager in the area where my car was on the lift, the service manager just kept repeating the rear control arm bushings needed to be replaced and I would have to be responsible for repairing that. He said he would get me the quote and sent me back to the waiting room despite the fact that I continued to argue the safety concern is not resolved. It upset me when the service manager did not even have the decency to come deliver the quote to me himself. Instead he was nowhere in site and the original service advisor gave it to me. The original service advisor did not even know they brought my car back in for the 2nd recall and he was confused why there were two claim tickets.

Family Hyundai **DID NOT** treat me like a valued customer and they did not care if the vehicle they sold me was safe or not. Instead, they treated me like someone they could profit off of! Case in point: As stated above the service advisor gave me a \$550.00 quote to replace my rear brakes. Per Exhibit "B", the Tuffy invoice was for a total of \$258.41 to have the same service done less than 2 years ago! Also, another example is when the service manager said he would give me a price quote to fix the rear control arm bushings. Per Exhibit "C", the quote to fix my rear control arm bushings is \$789.95 with a recommended alignment afterward at a cost of \$119.95! But if the RTA was replaced these costs would not be charged to me! I believe the service manager was looking to profit off of me and he was looking for any excuse to avoid the effort and cost of replacing my RTA – all at the cost of my safety!

After the original service advisor gave me the price quote for the rear arm control bushings I told him again that I still did not feel the problem was resolved. I only signed the release form/invoice for my vehicle (Exhibit "C") to have it released so I could go home. It became clear to me that I was not going to get my safety concerns resolved that

day with this dealership. I realized I would have to go to the next step, which is contacting HMA and the National Highway Traffic Safety Administration. I would like to point out that even the service advisor said he thought I should contact HMA directly and he offered to give me the customer service number. This was the only time throughout the 3 hours this service advisor treated me like a valued customer.

After more than 3 hours at the dealership I got holes drilled in my frame and RTA, I got some rust proof coating sprayed, I got plenty of price quotes FOR SERVICE WORK AND I GOT THE RUN AROUND! THIS LETTER IS SO LONG ONLY BECAUSE I HAD TO DETAIL EXACTLY WHAT HAPPENED AND HOW I WAS TREATED SO YOU CAN UNDERSTAND WHY I AM SO UPSET. I LOST MORE THAN 3 HOURS OF MY TIME AT THE DEALERSHIP AND IT HAS TAKEN ME PLENTY OF TIME TO WRITE THIS LETTER. I AM THE ONE THAT HAS BEEN INCONVENIENCED AND MORE IMPORTANTLY, MY SAFETY IN THE HYUNDAI SANTA FE VEHICLE HAS BEEN COMPROMISED.

TO RESOLVE MY SAFETY CONCERNS I AM REQUESTING THE FOLLOWING:

- 1) PLEASE HAVE FAMILY HYUNDAI HONOR THE MOTOR VEHICLE RECALL AND REPLACE THE REAR TRAILING ARM ON MY VEHICLE, WHICH WILL INCLUDE MY REAR CONTROL ARM BUSHINGS (RIGHT AND LEFT) TO BE REPLACED AS WELL AND THE RECOMMENDED ALIGNMENT AFTERWARDS – AT NO CHARGE TO ME

That is all I want! I just want to have the peace of mind knowing that I am driving a safe vehicle. I do not want the deformation and loss of structural rigidity of the rear trailing arm to increase the risk of a vehicle crash for me. I have owned 2 cars in my life that I personally used for my everyday car – a 1989 Hyundai Sonata and this 2002 Hyundai Santa Fe. I have been a loyal customer. I have enjoyed my 2002 Hyundai Santa Fe with the exception of this creaking noise caused by the RTA problem! Please address my safety concern so I can continue to enjoy my vehicle with peace of mind.

Thank you for your attention to this matter.

Sincerely,



Encl.

Cc: VIA CERTIFIED MAIL:
ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, D.C. 2059



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

MOTOR VEHICLE RECALL

Dear 2001-2003 Santa Fe Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2001 through 2003 Hyundai Santa Fe vehicles that were produced during the period beginning March 31, 2000 through January 27, 2003 and which are registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What is the problem?

- During winter months, large quantities of salt are used to de-ice roads in the Salt Belt states, noted above. Road salt may result in internal corrosion of the rear trailing arms, which could lead to thinning or perforation of the rear trailing arm steel. The corrosion is progressive and occurs over time. You may see or feel slight to moderate changes in vehicle operation which will increase if the vehicle is not repaired. These changes include a lowering of vehicle height that can lead to tire misalignment and steering pull. You may also notice a creaking sound. If the corrosion is allowed to progress, the rear trailing arm may fracture while driving.

The deformation and loss of structural rigidity of the rear trailing arm may increase the risk of a vehicle crash.

What will Hyundai do?

- We are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will inspect the rear trailing arms for internal corrosion damage. If specified levels of corrosion damage are found, the rear trailing arms will be replaced with new rear trailing arms incorporating additional holes in the upper and lower panels. If your rear trailing arms do not require replacement, the dealer will add drainage holes to the rear trailing arms and will treat the rear trailing arms with rust-proofing material to arrest the corrosion process.

In addition to treating the rear trailing arms, the Hyundai dealer will inspect the front subframe of your vehicle for signs of corrosion that could potentially progress and ultimately affect vehicle performance. This additional inspection is a precautionary measure to offer improved drainage in the front subframe. If the dealer finds specified levels of corrosion damage, the dealer will replace the front subframe. Otherwise, the dealer will treat the front subframe with rust-proofing materials and add drainage holes.

(over) Exhibit "A"

MOTOR VEHICLE RECALL

Both procedures will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Repair times will vary and depend on your dealer's appointment schedule.

What should you do?

- 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>.

Reimbursement Notification

- Hyundai has a program for reimbursing owners of 2001 through 2003 Santa Fes produced through January 27, 2003 who paid to have the rear trailing arm(s) replaced after April 14, 2008 and prior to receiving this recall notification letter.

To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Assistance Center at 1-800-633-5151. Ask about reimbursement information for campaign 090.

We urge your prompt attention to this important safety matter.

Hyundai Motor America



TUFFY AUTO SERVICE CENTER

20250 S. LaGrange Rd.
Frankfort, IL 60423
(815) 469-7900

INVOICE

#14829
05/10/2008, 9:36 am
Estimate #080507017

HOME: [REDACTED] 2002 HYUNDAI SANTA FE
CELL: [REDACTED] 7101878 (IL)
ACCOUNT #: [REDACTED] ODOM IN/OUT: 71416 / 71416
NEW LENOX, IL [REDACTED] 2.7L V6 Cyl.

258.41 VISA, Exp: 11/10 Auth: 017627

Sales Person: 107:Bailey, B

Tech: 134:Cory

Qty	Item Number	Loc	Description	ST	Each	Misc	Extended
BRAKES							
1	BS3		REAR BRAKE SERVICE DISC	R	89.95		89.95
2	145534		REAR BRAKE ROTORS	RO	39.86		79.72
1	DX813		REAR BRAKE PADS	RO	71.23		71.23
134			Sub-Total BRAKES:		240.90	0.00	240.90
					Parts		150.95
					Labor		89.95
					Shop Supplies		7.23
					Sub-Total		248.13
					STATE Tax		10.28
					Grand Total		258.41

Items Declined By Customer

2	145505		FRONT BRAKE ROTORS		45.50		
1	D864		BENDIX DISC PAD		88.99		
1	BS1		FRONT BRAKE SERVICE		89.95		

WORK AUTHORIZATION

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. We are not responsible for unavailability of parts or delay in parts shipments beyond our control, nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond our control. All parts shown on this estimate are new unless otherwise specified.

☐ I request the return of parts replaced subject to core charge. ☐ I do not want replaced parts returned to me.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CAN'T BE RETURNED TO YOU.

ALL PARTS SHOWN ON THIS ESTIMATE OF REPAIRS ARE NEW UNLESS OTHERWISE SPECIFIED.

PLEASE RETAIN THIS INVOICE FOR PRESENTATION WITH YOUR WARRANTY CARD WHEN MAKING A WARRANTY CLAIM.

CUSTOMER X

05/10/2008

Exhibit "B"



Family Hyundai
8101 W. 159th Street Tinley Park, IL 60477
Phone (708) 444-7100
www.familyhyundai.com

CELL: [REDACTED]

CUSTOMER NO. 4769	NAME JOSEPH KLIMEK	800 TAG NO. 8813	INVOICE DATE 02/19/10	INVOICE NO. HYCS132493
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 89,845	COLOR BLUE/
NEW LENOX, IL [REDACTED]	YEAR / MAKE / MODEL 02 / HYUNDAI / SANTA FE / 4 DOOR UTILITY	DELIVERY DATE 09/18/04	DELIVERY MILES 25,634	STOCK NO.
	VEHICLE I.D. NO. KM8SC13D32U	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	02/19/10	REPRINT# 1
	COMMENTS			MO: 89845

LABOR & PARTS
J# 1 29HYZ OPEN RECALL CAMP TECH(S): 752 WARRANTY
RR. TRNG ARMS/FRT SUBFRAME (#09-01-021-1)
CAMPAIGN#090
PERFORM SUBFRAME RECALL #090.
PERFORM SUBFRAME RECALL #090.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	62460-26000-QQH	PLUG KIT		WARRANTY
JOB # 1	1	00232-19034	RUST PREVENTIVE V		WARRANTY
JOB # 1	1	00232-19035	UNDERCOATING AERO		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 00HYAHM02 FREE 34 POINT INSPEC TECH(S): 752 INTERNAL
FREE 34-POINT INSPECTION
PERFORM MULTI-POINT INSPECTION.

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

COMMENTS
WAITER
NOTE: REAR CONTROL ARM BUSHINGS ARE MAKING NOISE-COST TO REPLACE
WOULD BE \$789.95-ALIGNMENT AFTERWARDS RECOMMENDED COST-\$119.95-
ALSO TECH. RECOMMENDED REAR BRAKE PADS AND ROTORS REPLACEMENT REAR
BRAKES ARE WORN AND HANGING UP-ALSO 90K SERVICE, TIMING BELT SERVICE
PASSENGER LICENSE PLATE BULB, BOTH FRONT AND BOTH REAR SIDE MARKER
BULBS ALSO NEEDED-CUSTOMER ADVISED AND DECLINED AT THIS TIME.



IMPORTANT
IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED
WITH THE WORK PERFORMED
ON YOUR VEHICLE, PLEASE
CONTACT OUR SERVICE
MANAGER IMMEDIATELY.
THANK YOU

Exhibit "C"

Thank You
We really
appreciate your
business!



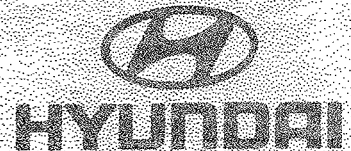
Family Hyundai
8101 W. 159th Street Tinley Park, IL 60477
Phone (708) 444-7100
www.familyhyundai.com

CELL: [REDACTED]

CUSTOMER NO. 4769	ADVISOR JOSEPH KLIMEK	800	TAG NO. 8813	INVOICE DATE 02/19/10	INVOICE NO. HYCS132493
NEW LENOX, IL	LABOR RATE	LICENSE NO.	MILEAGE 89,845	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 02/HYUNDAI/SANTA FE/4 DOOR UTILITY			DELIVERY DATE 09/18/04	DELIVERY MILES 25,634
	VEHICLE ID NO. KM8SC13D32U			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/19/10	REPRINT# 1
	COMMENTS				MO: 89845

TOTALS

***** CASH () CHECK ()# CHARGE () *****	TOTAL LABOR....	0.00
***** MASTERCARD/VISA () AMEX () *****	TOTAL PARTS....	0.00
THANK YOU FOR THE OPPORTUNITY TO EARN YOUR BUSINESS. PLEASE CALL OUR SERVICE TEAM WITH ANY QUESTIONS YOU MAY HAVE AT (708)444-7100 WE LOOK FORWARD TO SERVING YOU IN THE FUTURE.	TOTAL SUBLET....	0.00
***** A \$45.00 PER DAY STORAGE FEE MAY BE APPLIED*****	TOTAL G.O.G....	0.00
***** OUR REGULAR SERVICE AND PARTS DEPARTMENT HOURS ARE *****	TOTAL MISC. CHG....	0.00
***** MONDAY THROUGH THURSDAY 8:00 TO 7:00 FRIDAY 8:00 TO 5:00*****	TOTAL MISC. DISC....	0.00
***** SATURDAY 8:00 TO 3:00 PM *****	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00



CUSTOMER SIGNATURE

IMPORTANT
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE WORK PERFORMED ON YOUR VEHICLE, PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY.
THANK YOU

Rear Control ARMS

Parts only \$405.96

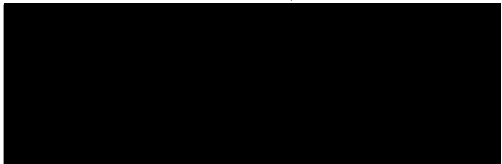
tax 36.54

\$442.50

L/H Pt. # 55100-26000

R/H Pt. # 55101-26000

Thank You.
We really appreciate your business!



New Lenox, ID



CERTIFIED MAIL™



7007 2680 0002 2258 0669



W40-304

Attn: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590



RETURN RECEIPT
REQUESTED