

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 09-AUG-2010		Repository ☐
			Reference No. 10348272		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City CHICAGO	State IL	Zip Code [REDACTED]			
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KMHND45D71U [REDACTED]			Make HYUNDAI	Model ELANTRA	Model Year 2001
Date Purchased 4-20-01	Dealer's Name and Telephone Number JACOBA'S TWIN			Engine: No: Cylinders 4	Fuel Type: ELECTRONIC MULTI-PORT INJECTION
Original Owner ☒	Dealer's City CHICAGO	State IL	Zip Code 60707		
Transmission Type 4-SPEED	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT ENGINE FRONT-WHEEL DRIVE		Multiple Failure:	Incident Date(s) 24-APR-2003
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 142000 AIR BAGS: SIDE/WINDOW				Failure Mileage 7364	Failure Speed 35
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: DOTM49ABC036)		☐ 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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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 2001 HYUNDAI ELANTRA. THE CONTACT WAS DRIVING APPROXIMATELY 35 MPH WHEN THE AIR BAG WARNING LIGHT ILLUMINATED. THE WARNING LIGHT CONTINUED TO ILLUMINATE UNTIL THE ENGINE WAS TURNED OFF. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR THE IDENTICAL FAILURE FIVE TIMES. THE TOTAL REPAIRS PERFORMED CONSISTED OF REROUTING THE AIR BAG WIRE HARNESS, TIGHTENING THE PIN CONNECTORS AND THE AIR BAG TERMINAL. ALSO, THE AIR BAG MODULE CONNECTOR WAS REPAIRED. THE VEHICLE WAS REPAIRED FOR A RECALL UNDER THE NHTSA CAMPAIGN ID NUMBER 00V332000 (AIR BAGS: SIDE /WINDOW); HOWEVER, THE REMEDY DID NOT CORRECT THE PROBLEM. THE FAILURE CONTINUED TO OCCUR AFTER THE VEHICLE WAS REPAIRED. THE VEHICLE HAD NOT BEEN REPAIRED WHEN THE COMPLAINT WAS FILED. THE FAILURE MILEAGE WAS 7,364.					
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.					

[REDACTED]

From: EVOQ@dot.gov
Sent: Wednesday, November 03, 2010 1:24 PM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10348272
Attachments: EVOQ EMAIL RESPONSE.doc; 10348272.pdf

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Rogers Auto Group

CUSTOMER #: 1U098763

348980

INVOICE



2720 S. Michigan Avenue, Chicago, IL 60616 312-225-4300

Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

CHICAGO, IL

HOME

CONT

BUS

CELL

PAGE 1

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MERLOW	01	HYUNDAI ELANTRA	KMHDN45D71U		30942/30942	T621	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
20APR01	DD30NOV00		17:00 25JUN10		120.00	CASH	25JUN10
R.O. OPENED		READY	OPTIONS: DLR:JACOBS ENG:1975CC DOHC				

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

A COMPLETE RECALL088

CAUSE: RECALL

81B026R0 RECALL 088/AIRBAG

17 WH

1 91100-2D999-QQH WIRE KIT

1 95910-2D500-QQH VINYL COVE

(N/C)

(N/C)

(N/C)

FC:

PART#: 91100-2D999-QQH

COUNT: 1

CLAIM TYPE:

AUTH CODE:

B AIR BAG LIGHT ON

1199 CK FOR CODES-B1112, IGNITION VOLTAGE LOW,
CLEARED CODES, CHECK ELECTRICAL SYSTEM, NO
PROBLEMS DETECTED ATT HIS TIME

17IMISC

(N/C)

THANK YOU FOR COMING TO ROGERS AUTO GROUP.
AS A VALUED CUSTOMER, OUR GOAL IS TO EARN
YOUR LOYALTY BY DELIVERING ABSOLUTE
SATISFACTION. IF YOU EVER HAVE AN ISSUE OR
CONCERN, WE WOULD GREATLY APPRECIATE YOUR
BRINGING IT TO OUR ATTENTION AND GIVE US
THE OPPORTUNITY TO MAKE IT RIGHT.



BUICK



HYUNDAI

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

NEW ROGERS PONTIAC I
2720 S MICHIGAN AVE
CHICAGO, IL. 60616
312-225-4300

Merchant ID: 8015720413
Term ID: 0075420008015720413000

Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 171.20

04/05/10 17:00:50

Inv #: 000019 Appr Code: 00509B

Apprvd: Online

Customer Copy

THANK YOU!

CUSTOMER #: 1U098763

342309

INVOICE



Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 69 PHILIP WILLIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MERLOW	01	HYUNDAI ELANTRA	KMHDN45D71U		30299/30299	T704	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
20APR01	DD30NOV00		17:00 05APR10		120.00	CASH	05APR10
R.O. OPENED		READY	OPTIONS: DLR:JACOBS ENG:1975CC DOHC				
07:56 05APR10		13:58 05APR10					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A DO RECALL 091

CAUSE: RECALL

91B021R4 SUBFRME WAX APPL/LWR ARM INSP/WAX CAMP
09-01-022

- 17 WH
- 1 62460-2D000-QQH PLUG KIT
- 1 00232-19034 RUST PREVE
- 1 00232-19035 UNDERCOATI
- 1 91100-2D999-QQH WIRE KIT

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)



FC:

PART#: 62460-2D000-QQH

COUNT: 1

CLAIM TYPE:

AUTH CODE:

B AIRBAG LIGHT INOP

1199 FOUND SIDE AIR BAG CLIPS MISSING AND WIRED
UP. INSTALL CLIPS AND REPAIR AS NEC.

17 CR6

160.00 160.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

11.20

THANK YOU FOR COMING TO ROGERS AUTO GROUP.
AS A VALUED CUSTOMER, OUR GOAL IS TO EARN
YOUR LOYALTY BY DELIVERING ABSOLUTE
SATISFACTION. IF YOU EVER HAVE AN ISSUE OR
CONCERN, WE WOULD GREATLY APPRECIATE YOUR
BRINGING IT TO OUR ATTENTION AND GIVE US
THE OPPORTUNITY TO MAKE IT RIGHT.



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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	160.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	11.20
TOTAL CHARGES	171.20
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	171.20

Customer's Signature: _____

CUSTOMER COPY



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

MOTOR VEHICLE RECALL

Dear 2001-2003 Elantra or 2003 Tiburon 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 Elantra vehicles that were produced during the period beginning June 30, 2000 through January 13, 2003 and certain model year 2003 Hyundai Tiburon vehicles produced beginning on October 26, 2001 through January 13, 2003. This recall affects such vehicles 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 and thinning of the steel in the front lower control arms. In severe cases, the corrosion may progress to the point where the lower control arm's upper and lower panels become perforated. A perforated front lower control arm may fracture between its ball joint attachment and the forward and rearward pivot attachments to the chassis. This could affect your control over the tire and wheel assembly.

Reduced control of the front wheel direction may increase the risk of a vehicle crash without warning.

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 front lower control arms for corrosion damage. If specified levels of internal corrosion damage are found, the front lower control arms will be replaced with new front lower control arms incorporating additional holes in the upper and lower panels. If your front lower control arms do not require replacement, the dealer will add drainage holes to the front lower control arms and will treat the front lower control arms with rust-proofing material to arrest the internal corrosion process.

In addition to treating the front lower control 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 a specified level 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)

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 Elantras and 2003 Tiburons produced through January 13, 2003 who paid to have the front lower control arms 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 091.

We urge your prompt attention to this important safety matter.

Hyundai Motor America

The Jacobs Twin Service Centers

BUICK & PONTIAC

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

WHILE-U-WAIT

6725 W. GRAND AVE.
6:30 A.M. - 11:00 P.M.
WEEK DAYS
8:00 A.M. - 5:00 P.M.

SATURDAYS
QUICK SERVICE
MAINTENANCE ONLY

HONDA & FORD

6720 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

HYUNDAI & MAZDA

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

PAT'S HI-TECH

6941 W. GRAND AVE.
7:00 A.M. - 6:00 P.M.
WEEK DAYS
8:00 A.M. - NOON

SATURDAY
AUTO BODY REPAIR

DISCLAIMER OF WARRANTIES

THE SELLER, JACOBS TWIN, HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I acknowledge receipt of the parts and labor listed below. In addition, should I fail to pay these sums, plus any additional sums which may come due as a result of mathematical or computer error (such total not to exceed the agreed upon estimate) I agree to reimburse the dealer for all costs of collection which

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE# W57357

CHICAGO

IL

CHICAGO

IL

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 7720

INVOICE: PRELIM WAR W

7N

VIN KMHDN45D71

LICENSE NUMBER: IL

MFG: 420001 TAX RULES: NYNNN

INVOICED: 02/20/2004 15:23:06

01 HYUNDAI

ELANTRA

GLS

4DR SDN

ODOMETER IN: 10570 OUT: 10572

STOCK# 000N6357

DATES BEGIN: 02/20/04 DONE: 02/20/04

CONCERN 51 DR SEAT SEEMS LOOSE, INSTALL SOP
0220

OPERATION	HOURS	AMOUNT
USE SPD 04029002 88300ROD	.7	58.45

CAUSE TRACK HINGES HAVE EXCESSIVE PLAY

CORRECTION REPLACED DR SEAT TRACK ASSEMBLY

PART NUMBER PO#

SPD 88500-2D150-ZE

PARTS: COUNT 1

DESCRIPTION QTY
TRACK-FR SEAT, DRIVER 1

SELL
307.46 307.46

FACTORY TECH: 283 - EMERSON, WALTER

COND CODE : 10

FAIL CODE : 29

SUBTOTAL	
PARTS	445.82
LABOR	58.45
TOTAL CHARGE FOR CONCERN	504.27

TYPE: W

CONCERN 52 C/S LIGHT INSIDE PASS DOOR INOP
CAUSE NOT PLUGGED IN
CORRECTION PLUGGED IN WIRING CONNECTOR AT NO CHARGE
FACTORY TECH: 283 - EMERSON, WALTER

OPERATION	HOURS	AMOUNT
NC	.0	.00

SUBTOTAL	
TOTAL CHARGE FOR CONCERN	.00

TYPE: WNC

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W57357

PARTS	445.82
LABOR	58.45
TOTAL CHARGE	504.27

PAYMENT DISTRIBUTION FOR INVOICE W57357	
TOTAL CHARGE	504.27
FAC WARRANTY	504.27

PAGE 1

773-889-3030

1U098763

185117

Rogers Auto Group

2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300

INVOICE

Telephone: (312) 225-4300 • Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

CHICAGO, IL

HOME:

BUS:

DUPLICATE 1

PAGE 1

SERVICE ADVISOR:

28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
MERLOW	01	HYUNDAI ELANTRA		KMHDN45D71U		12344/12344	T890
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
20APR2001	30NOV00		20:00 13AUG04		84.00	CASH	13AUG2004
R.O. OPENED		READY	OPTIONS: DLR:JACOBS ENG:1975CC DOHC				

07:10 13AUG04 15:39 13AUG04

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

A CUSTOMER STATES AIR BAG LIGHT IS OUT, IS OUT NOW BUT COMES ON
1199 REMOVE LEFT AIR BAG TERMINAL CONNECTOR TO
TIGHTEN TERMINAL. CLEARED CODE.O.K.

4IMISC

(N/C)

B DECLINED ANY SUGGESTED MAINTENANCE

DM DECLINED ANY SUGGESTED MAINTENANCE

4IMISC

(N/C)

* OUR SERVICE STAFF WANTS YOU "COMPLETELY *
* SATISFIED" IF WE FAIL TO DO SO PLEASE *
* CONTACT US IMMEDIATELY SO THAT WE MAY *
* CORRECT YOUR CONCERN. AGAIN THANK YOU *
* FOR YOUR VALUED BUSINESS. *

Goodman
Service
Plus



PONTIAC

HYUNDAI

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

1U098763

212767

Rogers Auto Group







2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300

Telephone: (312) 225-4300 • Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

CHICAGO, IL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
MERLOW	01	HYUNDAI ELANTRA		KMHDN45D71U		15274/15274		T555
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	VAR. RATE	PAYMENT	INV. DATE
20APR01	IS30NOV00		17:00 10AUG05			84.00	CASH	10AUG05
R.O. OPENED		READY		OPTIONS: DLR:JACOBS ENG:1975CC_DOHC				
07:18 10AUG05		13:24 10AUG05						

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A RECALL V04

CAUSE: RECALL

40B040I0 EXH. MANIFOLD ASSY INSP. (05-01-001-1)

13 WH

(N/C)

EC: PART#: 40B04 COUNT:

CLAIM TYPE: WAR

AUTH CODE:

 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *

GENUINE CHEVROLET



PONTIAC



HYUNDAI

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

1U098763

228318

Rogers Auto Group

PONTIAC GMC BUICK HYUNDAI Chevrolet
2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300

INVOICE

Telephone: (312) 225-4300 • Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 65 KEITH X HAMMERQUIST 1

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MERLOW	01	HYUNDAI ELANTRA	KMHDN45D71U		16990/17016	T579	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VA	PAYMENT	INV. DATE
20APR01	IS30NOV00		17:00 09MAR06		84.00	CASH	09MAR06
R.O. OPENED		READY	OPTIONS: DLR:JACOBS ENG:1975CC DOHC				
07:31 09MAR06		13:20 09MAR06					

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

A CUSTOMER STATES AIR BAG IS ON AND STAYS ON AT ALL TIMES/ADVISE
CUSTOMER HAS BEEN HERE 1 TIME AND OTHER DEALER 2 TIMES FOR
CONCERN CHECK AND ADVISE

1199 SCANNED CODE FOR PSAB AND DSAB HIGH
RESISTANCE-R&R CENTER CONSOLE AND REPAIRED
WIRE TO AIR BAG MODULE CONNECTOR-TEST DROVE
OK NOW

4IMISC

(N/C)

B CUSTOMER STATES INTERMITTENTLY CENTER LT SIDE VENT IS INOP-WILL NOT
BLOW OUT ANY AIR

NPF UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT
THIS TIME.

4 CR6

0.00 0.00

C DECLINED ANY SUGGESTED MAINTENANCE
DM DECLINED ANY SUGGESTED MAINTENANCE

4IMISC

(N/C)

GENUINE CHEVROLET

* OUR SERVICE STAFF WANTS YOU "COMPLETELY *
* SATISFIED" IF WE FAIL TO DO SO PLEASE *
* CONTACT US IMMEDIATELY SO THAT WE MAY *
* CORRECT YOUR CONCERN. AGAIN THANK YOU *
* FOR YOUR VALUED BUSINESS. *

PONTIAC

HYUNDAI

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

'ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.'

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

The Jacobs Twin Service Centers

BUICK & PONTIAC

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

WHILE-U-WAIT

6725 W. GRAND AVE.
6:30 A.M. - 11:00 P.M.
WEEK DAYS
8:00 A.M. - 5:00 P.M.

SATURDAYS
QUICK SERVICE
MAINTENANCE ONLY

HONDA & FORD

6720 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

HYUNDAI & MAZDA

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

PAT'S HI-TECH

6941 W. GRAND AVE.
7:00 A.M. - 6:00 P.M.
WEEK DAYS

8:00 A.M. - NOON
SATURDAY
AUTO BODY REPAIR

DISCLAIMER OF WARRANTIES

THE SELLER, JACOBS TWIN, HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I acknowledge receipt of the parts and labor listed below. In addition, should I fail to pay these sums, plus any additional sums which may come due as a result of mathematical or computer error (such total not to exceed all costs of collection which I

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W30621

CHICAGO

IL

CHICAGO

IL

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8039

INVOICE: PRELIM WAR W

GK

VIN KMH0N45D71

LICENSE NUMBER: IL

MFG: 420001 TAX RULES: NYNNN INVOICED: 04/24/2003 09:59:56

01 HYUNDAI

ELANTRA

GLS

4DR SDN

ODOMETER IN: 7364 OUT: 7364

STOCK# 000N6357

DATES BEGIN: 04/24/03 DONE: 04/24/03

CONCERN 51 CUST STATES AIR BAG LIGHT COMES ON WHEN DRIVERS SEAT IS MOVED
CAUSE DIAG: DRIVERS SIDE AIR BAG
CORRECTION WIRE HARNESS MIS ROUTED. PIN CONNECTORS LOOSE. REROUTE HARNESS AS
COMMENT REQUIRED AND RESECURED CONNECTORS
FACTORY TECH: 283 - EMERSON, WALTER
COND CODE : C15 FAIL CODE : N69

OPERATION	HOURS	AMOUNT
91001A00	.9	75.15

TYPE: W

SUBTOTAL	
LABOR	75.15
TOTAL CHARGE FOR CONCERN	75.15

SUMMARY OF CHARGES FOR INVOICE W30621

LABOR	75.15
TOTAL CHARGE	75.15

PAYMENT DISTRIBUTION FOR INVOICE W30621	
TOTAL CHARGE	75.15

FAC WARRANTY	75.15
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** CUSTOMER WAITING **

IF YOU HAVE ANY QUESTIONS - PLEASE SEE GREG KIJEK

PAGE 1
LAST PAGE

773-889-3030

The Jacobs Twin Service Centers

BUICK & PONTIAC

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

WHILE-U-WAIT

6725 W. GRAND AVE.
6:30 A.M. - 11:00 P.M.
WEEK DAYS
8:00 A.M. - 5:00 P.M.
SATURDAYS
QUICK SERVICE
MAINTENANCE ONLY

HONDA & FORD

6720 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

HYUNDAI & MAZDA

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

PAT'S HI-TECH

6941 W. GRAND AVE.
7:00 A.M. - 6:00 P.M.

WEEK DAYS
8:00 A.M. - NOON
SATURDAY
AUTO BODY REPAIR

DISCLAIMER OF WARRANTIES

THE SELLER, JACOBS TWIN, HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I acknowledge receipt of the parts and labor listed below. In addition, should I fail to pay these sums, plus any additional sums which may come due as a result of mathematical or computer error (such total not to exceed the agreed upon estimate) I agree to reimburse the dealer for all costs of collection which

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W55460

CHICAGO

IL

CHICAGO

IL

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8385

INVOICE: PRELIM WAR W

7N

VIN KMH0N45D711

LICENSE NUMBER: IL

MFG: 420001 TAX RULES: NYNNN

INVOICED: 01/29/2004 14:38:50

01 HYUNDAI ELANTRA

GLS 4DR SDN

ODOMETER IN: 10336 OUT: 10336

STOCK# 000M4357

DATES BEGIN: 01/28/04 DONE: 01/29/04

CONCERN 51 C/S IGNITION CYLINDER WILL NOT TURN AT TIMES

OPERATION	HOURS	AMOUNT
NC	.0	.00

0128

CAUSE LUBRICATED LOCK CYLINDER

CORRECTION NO CHARGE

FACTORY TECH: 283 - EMERSON, WALTER

TYPE: WNC

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN 52 C/S AIR BAG LIGHT COMES ON AT TIMES

OPERATION	HOURS	AMOUNT
NC	.0	.00

CAUSE HIST. CODE FOR LOW VOLTAGE

CORRECTION NO CHARGE ALL OK

FACTORY TECH: 283 - EMERSON, WALTER

TYPE: WNC

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN 53 GEAR SHIFTER BINDS AND HARD TO OPERATE

OPERATION	HOURS	AMOUNT
NO	.0	.00

CAUSE ALL OK

CORRECTION CONDITION DESCRIBED IS OPERATIONAL CHARACTERISTIC OF THIS VEHICLE

FACTORY TECH: 283 - EMERSON, WALTER

TYPE: WNC

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

CONCERN 54 DRIVERS SEAT SEAMS LOOSE

OPERATION	HOURS	AMOUNT
SO	.0	.00

CAUSE SEAT TRAC ORDERD

CORRECTION PARTS HAVE BEEN SPECIAL ORDERED

FACTORY TECH: 283 - EMERSON, WALTER

The Jacobs Twin Service Centers

BUICK & PONTIAC

6750 W. GRAND AVE.
7:00 A.M. - 6:30 P.M.
MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

WHILE-U-WAIT

6725 W. GRAND AVE.
6:30 A.M. - 11:00 P.M.

WEEK DAYS

8:00 A.M. - 5:00 P.M.

SATURDAYS

QUICK SERVICE
MAINTENANCE ONLY

HONDA & FORD

6720 W. GRAND AVE.

7:00 A.M. - 6:30 P.M.

MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

HYUNDAI & MAZDA

6750 W. GRAND AVE.

7:00 A.M. - 6:30 P.M.

MON. - FRI.

MAJOR REPAIRS &
WARRANTY WORK

PAT'S HI-TECH

6941 W. GRAND AVE.

7:00 A.M. - 6:00 P.M.

WEEK DAYS

8:00 A.M. - NOON

SATURDAY

AUTO BODY REPAIR

DISCLAIMER OF WARRANTIES

THE SELLER, JACOBS TWIN, HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I acknowledge receipt of the parts and labor listed below. In addition, should I fail to pay these sums, plus any additional sums which may come due as a result of mathematical or computer error (such total not to exceed the agreed upon estimate) I agree to reimburse the dealer for all costs of collection which

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W55460

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8385

INVOICED: 01/29/2004 14:38:50 7N 01 ELANTRA

LICENSE NUMBER: IL

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W55460

PARTS	85.26
LABOR	41.75
TOTAL CHARGE	127.01

PAYMENT DISTRIBUTION FOR INVOICE W55460	
TOTAL CHARGE	127.01
FAC WARRANTY	127.01

IF YOU HAVE ANY QUESTIONS - PLEASE SEE EDWARD VELLEGA

PAGE 3
LAST PAGE

☐ I REQUEST THE RETURN OF 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 CANNOT BE RETURNED TO YOU.

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate by more than 10% or \$15.00, whichever is less, without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

YOUR SIGNATURE BELOW INDICATES YOUR SELECTION: choose (a), (b), or (c)

(a) I request an estimate.
(b) I do not want an estimate.
(c) I do not want an estimate.

Signature: _____
Date/Time called: _____
Explaination: _____
City of Chicago Motor Vehicle Repair License # 30264, 30265, 1070376

ALL REPAIR WORK AND ALL PARTS USED ARE:

☐ WARRANTED ☐ NOT WARRANTED

FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

ANY WARRANTIES ON THE PRODUCTS AND/OR SERVICES ARE THE PROPERTY OF THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY PARTIES ASSUMING FOR ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SUCH PRODUCTS. I hereby authorize the above repair work to be done using the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. You will not be held responsible for damage to vehicle in case of fire, theft, etc.

Customer's Signature: _____
Customer's Signature: _____

IMPORTANT! IF YOUR ESTIMATE EXCEEDS \$500.00, A 50% DEPOSIT IS REQUIRED.



AUTO PLAZA

6720-6750 W. GRAND AVE.
CHICAGO, IL 60637
HOURS: MON.-FRI.
7:00 A.M. -- 6:30 P.M.
PHONE: (773) 889-3030

STATUS-FACTION MEANS CUSTOMER SATISFACTION

Status-Faction is a new way to inquire on the status of your vehicle while it is in our service department.

CALL 773-889-3030, EXT. _____
AND LISTEN FOR INSTRUCTIONS
TO RECEIVE THE STATUS OF YOUR
VEHICLE 24 HOURS A DAY!

YOUR CLAIM CHECK NUMBER IS _____
YOUR ADVISOR IS _____
YOUR PROMISE TIME IS _____

Please note that your reservation time is the time that we will be able to accept your car into the service department. This is not necessarily the time when work will begin on your car.

Because repairs vary in length of time to complete, a reservation does not guarantee that the repairs will be completed that day.

Completed vehicles must be picked up during shop hours, Monday thru Friday, 7:00am to 6:30pm

Failure to pick your vehicle up within 3 days from notification will result in storage charges of \$50.00 per day.

INSTRUCTIONS ON WORK TO BE DONE

3K SERVICE	MINOR SERVICE	REPLACE FUEL FILTER	COOLING SYSTEM SERVICE	ENGINE POWER FLUSH	TRANS POWER FLUSH	POWER STEERING FLUSH	MOTOR/VAC SERVICE	A/C INSPECTION	ENGINE TUNE-UP	BRAKE INSPECTION	CLEAN & ADJUST BRAKES	RELINE FRONT BRAKES	RELINE REAR BRAKES	ROTATE & BALANCE WHEELS	ROTATE WHEELS	FRONT WHEEL ALIGNMENT	4-WHEEL ALIGNMENT	TIMING BELT	VALVE ADJUSTMENT	WIPER INSERT/SUBSTITUTES	CABIN FILTER SERVICE	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

51 PAY TYPE: W
G/G EDITION CYLINDER WILL NOT TURN AT
TIMES 01213

52 PAY TYPE: W
EVS AIR BAD LIGHT COMES ON AT TIMES

53 PAY TYPE: W
GEAR SHIFTER BINDS AND HARD TO OPERATE

54 PAY TYPE: W
DRIVERS SEAT SEAMS LOOSE

CHICAGO IL. [REDACTED] TAG 8385* LIC: IL [REDACTED] SVC ADV: 216 EDWARD VELLEGA
[REDACTED] 01 **VIN: KMHDN45D7 IL [REDACTED]
HYUNDAI ELANTRA COL CD: AL
GLS 4DR SUN TRIM: ZE
LICENSE: IL [REDACTED] RED CAR
MFG CODE: 420001 SVC DLR: 420001 SLM: 53
STOCK NUMBER: 000N6357
IN-SVC: 042001 SOLD: 042001
ODOMETER: LAST: 7364 CURRENT: 10336
AVG PER DAY: 10 PER MONTH: 300

WORK: [REDACTED]
HOME: [REDACTED]

DIST CODE: HYU

NAME VER: Y

MODEL # 42442

01/28/04 08:26:38

***PROMISED DATE: 01/28/04 TIME: 1600 ***

RECOMMENDED SERVICE FOR YOUR CAR			
QTR	EST LABR	EST PARTS	DESCRIPTION
3K	16.14	10.81	3000 MILE SE
6K	69.01	10.94	6000 MILE SE
9A	18.95	0.00	ROTATE TIRES
24K	23.70	11.25	COOLING SYS

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

MISSEDFDI MISSED PDI CUSTOMER COPY 03 SONATA & 03/04 XG

Required under Chapter 4-226, Municipal Code
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 cannot be returned to you.

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate by more than 10% or \$15.00, whichever is less, without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the repair shop the right to set the price without your permission.

YOUR SIGNATURE BELOW INDICATES YOUR SELECTION: choose (a), (b), or (c)

(a) I request an estimate in writing before you begin repairs. Signature: _____

(b) I proceed with repairs but will not pay until I receive a written estimate. If price exceeds \$ _____, I will stop work. Signature: _____

(c) I do not want an estimate and you may set the price of repairs. Signature: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Total Revised Cost \$ _____ Explanation: _____

Date/Time: _____ Phone: _____

ALL REPAIR WORK AND ALL PARTS USED ARE:

☐ WARRANTED ☐ NOT WARRANTED

FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSURE FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss of or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Customer's Signature: _____

If outside assistance work will have to be performed, I hereby give my consent.

Customer's Signature: _____

CITY OF CHICAGO MOTOR VEHICLE REPAIR LICENSE # 20264, 20261, 1070376

IMPORTANT! IF YOUR ESTIMATE EXCEEDS \$500.00, A 50% DEPOSIT IS REQUIRED.



AUTO PLAZA

6728-6729 W. GRAND AVE.
CHICAGO, IL 60607
HOURS: MON.-FRI.
7:00 A.M. -- 6:30 P.M.
PHONE: (773) 889-3030

STATUS-FACTION MEANS CUSTOMER SATISFACTION

Status-Faction is a new way to inquire on the status of your vehicle while it is in our service department

CALL 773-889-3030, EXT. _____
AND LISTEN FOR INSTRUCTIONS
TO RECEIVE THE STATUS OF YOUR
VEHICLE 24 HOURS A DAY!

YOUR CLAIM CHECK NUMBER IS _____
YOUR ADVISOR IS _____
YOUR PROMISE TIME IS _____

Please note that your reservation time is the time that we will be able to accept your car into the service department. This is not necessarily the time when work will begin on your car.

Because repairs vary in length of time to complete, a reservation does not guarantee that the repairs will be completed that day.

Completed vehicles must be picked up during shop hours, Monday thru Friday, 7:00am to 6:30pm.

Failure to pick your vehicle up within 3 days from notification will result in storage charges of \$50.00 per day.

INSTRUCTIONS ON WORK TO BE DONE

55 PAY TYPE: W
BLOCK WILL NOT HOLD TIME AND FLIGHTS

56 PAY TYPE: W
RECALL: 061

TAG 8385 LIC: IL [REDACTED] SVC ADV: 216 EDWARD VELLEGA
MS 01 **VIN: KMHND45D7 10 [REDACTED]
HYUNDAI ELANTRA COL CD: AL
G.S. 4DR SDN TRIM: ZE
LICENSE: IL [REDACTED] RED CAR
MFG CODE: 420001 SVC DIR: 420001 SLM: 55
STOCK NUMBER: 000H6357
IN-SVC: 042001 SOLD: 042001
ODOMETER: LAST: 7364 CURRENT: 10336
AVG PER DAY: 10 PER MONTH: 300

WORK: [REDACTED]
HOME: [REDACTED]

DIST CODE: HYU

NAME VER: Y

MODEL# 42442

01/28/04 08:26:35

PROMISED DATE: 01/28/04 TIME: 1600

RECOMMENDED SERVICES FOR YOUR CAR			
QTY	EST LABOR	EST PARTS	DESCRIPTION
[REDACTED]			

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

CUSTOMER COPY