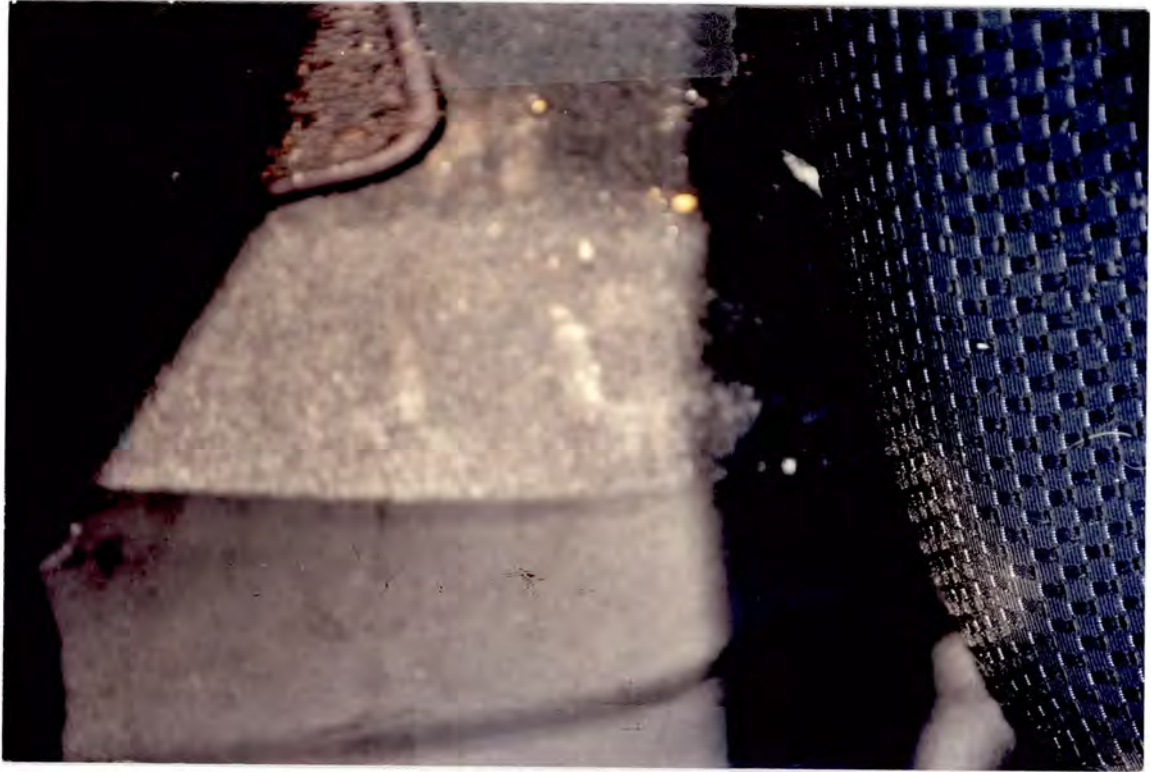
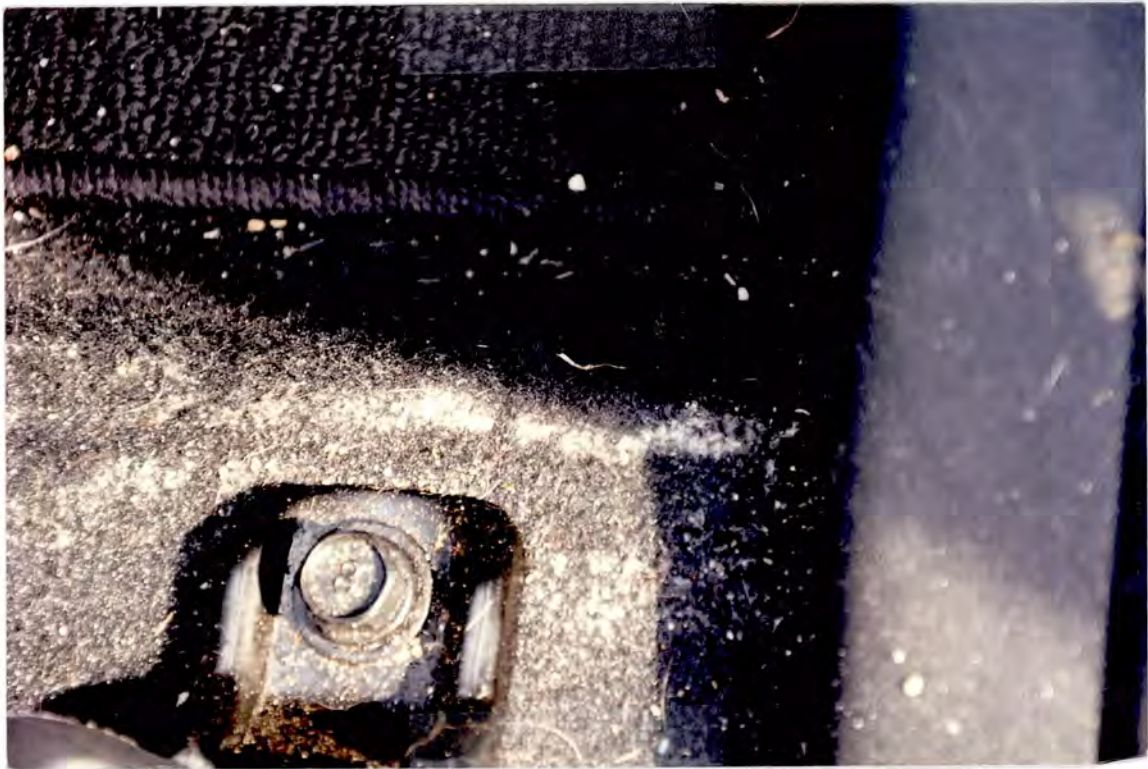
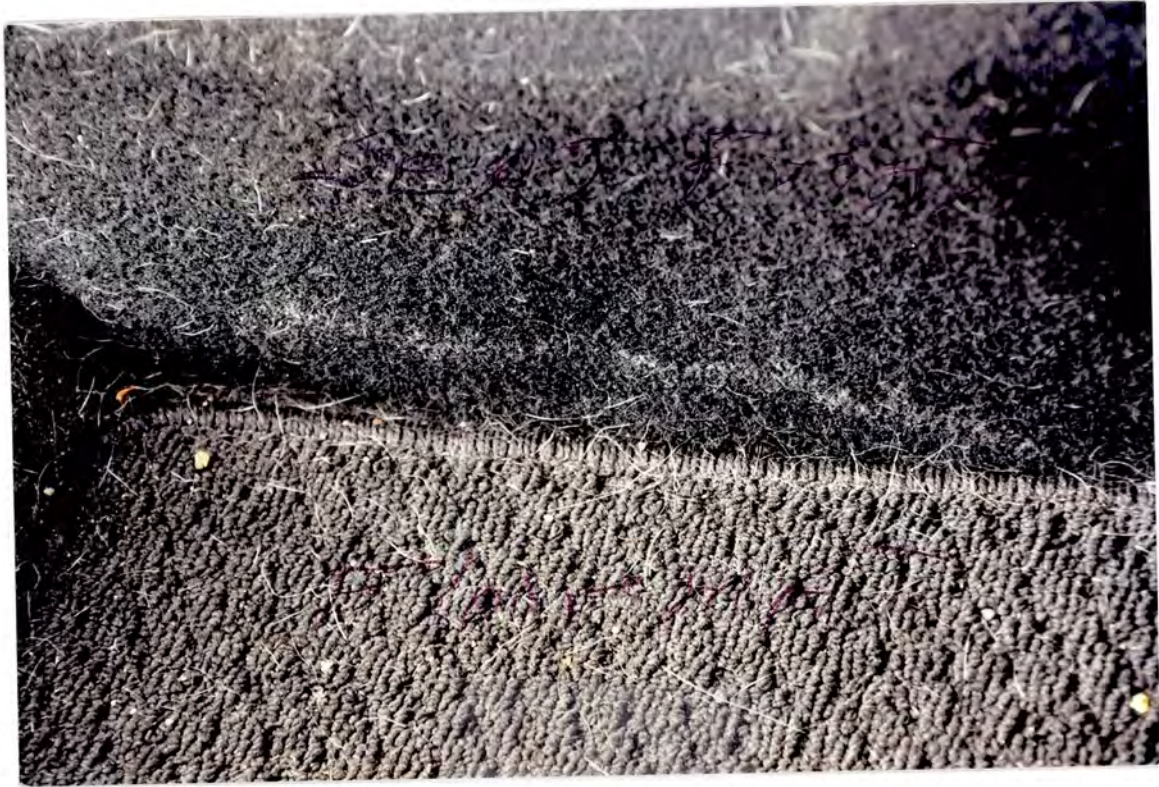


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



MC
101411
TGW





SEP 29 2011

NYS-200
11/6/10

MY NAME IS [REDACTED]

[REDACTED] I WAS

ASKED BY [REDACTED]
TO CHECK FOR THE
BRAKE PEDAL SINKING
TO THE FLOOR. IT
DID. THESE BRAKES
NEED TO BE CHECKED,
FOR SAFETY REASONS.

[REDACTED]

[REDACTED]

17420

3 WATER 14745 + SAJ

GaryRome Hyundai

1000 Main Street
Holyoke, MA 01041
www.garyromehyundai.com
email: service@garyromehyundai.com
Main Phone (413) 536-4328
Fax No. (413) 533-1956

INVOICE



PAGE 1

CHESTER, MA
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 8342 CARLOS RIVERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		12476/12476		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL09 DD			21:00 18OCT10		93.89	CASH	20OCT10
R.O. OPENED	READY	OPTIONS: STK:H90351S DLR:MA034 ENG:1.6 Liter DOHC TRN:A 1)TIRES FOR LIFE					
18OCT10	20OCT10						

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

A CLIENT HAS METY WITH SERIVCE DIRECTOR AND DPSM HAS STAINS ON CARPETS, REMOVE REAR PANELS AND CHECK FOR WATER LEAKS AROUND WHEEL WELL SEAMS CHECK AND ADVISE

INFO THIS LINE IS FOR INFORMATION ONLY
8995 INC (N/C)

12476 TECH CHECKED THE VEHICLE AND REMOVED ALL THE PANEL AND THE CARPET AND PERFORMED WATER TEST AND COULD NOT VERIFY AND WATER LEAK. WE ALSO PERFORMED A 3 STAR DETAIL COMPLIMENTARY TO CUSTOMER ALL THE INSIDE WAS CLEANED AND ALL DOG HAIRS WERE ALL CLEANED OUT. SERVICE MANAGER AND SERVICE DIRECTOR BOTH VERIDFIED ALL CONCERN WITH VEHICLE AT THIS TIME ALL FINE NO STAINS IN THE INSIDE AT THIS TIME .

CUST STATES NOISE IN WHEEL BEARINGS. PLEASE HAVE SERVICE DIRECTOR GO FOR RIDE WITH CUSTOMER.
INFO THIS LINE IS FOR INFORMATION ONLY
8995 INC (N/C)

PROVIDED CUSTOMER WITH NO COST LOANER
LOANER PROVIDED CUSTOMER WITH NO COST LOANER
8995 INC (N/C)

SERVICE DIRECTOR ROAD TESTED WITH CLIENT BOTH CITY AND HIGHWAY, CHECK FOR NOISE AND CHECKED BRAKE PERFORMANCE, COULD NOT DUPLICATE CLIENTS CONCERN ON TODAYS ROAD TEST.
INFO THIS LINE IS FOR INFORMATION ONLY
8995 INC (N/C)

ADVISED CLIENT WE WILL PERFORM A COURTESY BRAKE INSPECTION TO MAKE SURE NO BRAKE PADS ARE STICKING VEHICLE HAS LOW MILEAGE AND IS NOT DRIVEN EVERY DAY ACCORDING TO THE CLIENT
DIAG TECH CHECKED THE BRAKES AND FOUND THAT THE FROT BRAKE ARE OVER 6MM AND THE REAR ARE 3MM AT THIS TIME AOK
8995 INC (N/C)

HOME OF TRULY OUTSTANDING SERVICE

I receive Truly Outstanding Service _____
I have received my Multi-Point Inspection From _____
Your Complete Satisfaction is very important to us.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

- THE BEST DOGGONE PLACE TO RIV A CAR -

OVER

There was noise in
wheel bearings. When
Returned cone
servile manager removed
all panels, painted dash
and panels to hide salt stains
Ass. S. M. removed stains
with chemicals,
stains not as bad, but
still there



TOYOTA
 Franklin Lakes Rd., PO Box 3029 Pittsfield, MA 01202
 (413) 466-4636 (400) 444-2442 Fax: (413) 242-0136
 www.haddadauto.com

SERVICE & PARTS DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m. Mon - Wed, Fri
 7:30 a.m. - 6:00 p.m. - Thursday
 8:00 a.m. - 1:00 p.m. - Saturday
SALES DEPARTMENT HOURS
 8:30 a.m. to 8:00 p.m. Mon - Thurs
 8:30 a.m. - 6:00 p.m. Fri, Sat
 11:00 a.m. - 5:00 p.m. Sunday
BODY SHOP HOURS
 8:00 a.m. to 5:00 p.m. Mon - Fri

R/O Open Date	R/O Number
5/05/10	6086821/3
R/O Close Date	Status
5/05/10	Pre-Invoice
Mileage In	Mileage Out
8212	8213
Service Advisor / Tag #	
CHRIS CHURCH/9886	
Vehicle Identifiable number	
KMHCMB36C79U	
Delivery Date	In-Service Date
	7/10/09
License Category	License Number

[REDACTED]
 [REDACTED]
 [REDACTED] MA
 [REDACTED]

[REDACTED]
 [REDACTED]

CUSTOMER REPORTS THAT BRAKES FEEL LIKE THEY ARE
 STICKING AND DON'T RELEASE. LEFT FRONT BRAKE
 LOCKED UP ON IT.
 Caused by
 ROAD TEST, BRAKE PERFORMANCE GOOD, STOPS
 STRAIGHT AND TRUE
 INSPECT BRAKES OK
 NO PROBLEM FOUND
 Corrected by 51712R0B: (N30) (C31)
 Work performed by John Davis (135)

AMOUNT
Warranty

- #2 Customer Reports:
CUSTOMER HAS OPEN CASE WITH HYUNDAI. PLEASE
INSPECT AS NEEDED AND ADVISE
- #3 Customer Reports:
CUSTOMER STATES THAT THERE ARE STAINS ON
CARPET AROUND CAR, THAT LOOK WATER IS LEAKING
INTO CAR. VERIFIED BY SERVICE. WILL SET UP WITH
BODY SHOP

CR⁵⁰ 214735
 CONFIRMED

THE BUYER'S CASH UNLESS AGREEMENTS ARE MADE. I hereby warrant the repair
 I have made as to the extent of the materials and parts that you are not responsible
 for the use or condition of vehicle or trailers used in the vehicle in case of any other
 results are not covered or repaired. I hereby grant you or your employees permission to
 use the vehicle for the purpose of testing or elsewhere for the purpose of testing
 parts or repairs to the vehicle.
WARRANTY Any warranty on the products sold herein are those made by
 manufacturer. The seller hereby expressly disclaims all warranties, express or implied, includ-
 ing implied warranty of merchantability or fitness for a particular purpose, and the seller neither
 represents nor authorizes any other person to assume for it any liability in connection with the sale of
 products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER	.00

READ THIS

17420

216128

GaryRome Hyundai

1000 Main Street
 Holyoke, MA 01041
 www.garyromehyundai.com
 email: service@garyromehyundai.com
 Main Phone (413) 536-4328
 Fax No. (413) 533-1956



INVOICE



PAGE 1

CHESTER, MA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3761 STEPHANIE N CAPPA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		12854/12858	T27	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09JUL09 DD			21:00 09NOV10		93.89	CASH	09NOV10
R.O. OPENED	READY	OPTIONS:					
09NOV10	09NOV10	STK:H90351S DLR:MA034 ENG:1.6 Liter DOHC TRN:A 1)TIRES FOR LIFE					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES BRAKE PEDAL SEEMS TO GO TO THE GROUND. PLEASE CHECK.

DIAG TECH CHECKED THE VEHICLE AND FOUND THAT WHEN THE VEHICLE IS STOP AND YOU ARE STEPPING ON THE BRAKE PEDAL GOING TO THE FLOOR IS NORMAL

Over

5681 WRIGHT, JAMES A LIC#: 5681
 CP

0.00 0.00

12854 ALSO CUSTOMER DECLINE 7500 SERVICE AT THIS TIME

 TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY
 * ALL RECOMMENDED SERVICES, OIL CHANGES EVERY*
 * 3750 MILES, TIRE ROTATION EVERY 7500 MILES *
 *AS WELL AS ALIGNMENT YEARLY OR 15000 MILES *
 THANK YOU FOR LETTING US SERVICE YOUR NEEDS

OWNED

MIKE HULLETTE TOLD ME
 TO CONTACT YOU
 @ 413-774-1958
 GREENFIELD MA motor vehicle inspection

HOME OF TRULY OUTSTANDING SERVICE

I receive Truly Outstanding Service _____
 I have received my Multi-Point Inspection From _____
 Your Complete Satisfaction is very important to us.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

THE BEST PLACE TO BUY A CAR

IT IS NOT NORMAL PEDAL GOING
TO FLOOR, TOLD ME 1ST'S COMMON
ACCENT THEY HAVE REPLACED
MASTER CYL WITH 5 REPLACEMENTS
THIS IS THE BEST ONE ITS TILL
WHEN STOPPED FOR AWHILE
AT LIGHT OR WHEN DRIVING
ON HIGHWAY LONG DISTANCE
YOU HAVE TO PUMP OR TO
THE FLOOR SOME TIME IT GO
3/4 THE WAY TO THE FLOOR

GaryRome Hyundai

1000 Main Street
Holyoke, MA 01041
www.garyromehyundai.com
email: service@garyromehyundai.com
Main Phone (413) 536-4328
Fax No. (413) 533-1956



17420

191356

INVOICE



PAGE 1

CHESTER, MA
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1853 WILLIAM MORAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		2067/2067	T696	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09JUL09 DD			21:00 15SEP09		89.37	CASH	15SEP09
R.O. OPENED	READY	OPTIONS:					
15SEP09	15SEP09	STK:H90351S DLR:MA034 ENG:1.6_Liter_DOHC TRN:A 1)TIRES FOR LIFE					

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

A CUST STATES HORN INOP. PLEASE CHECK

INFO THIS LINE IS FOR INFORMATION ONLY

3962 WALES, MIKE LIC#: 3962

INC

2067 TECH FOUND HORN DEFECTIVE PART IS ON ORDER ETA 9.18.09

(N/C)

B** PERFROM T73 RECALL

CAUSE: F

80B061R1 COWL TOP SIDE COVER REEPLACEMENT

3962 WALES, MIKE LIC#: 3962

WN

1 86160-1E010-QQH COVER ASSY

1 86150-1E010-QQH COVER ASSY

FC:

PART#: 86160-1E010-QQH

COUNT: 1

CLAIM TYPE: CPN

AUTH CODE:

*SALT WATER
DAMAGE*

(N/C)

(N/C)

(N/C)

HYUNDAI
COMMITTED TO
CUSTOMER SATISFACTION

TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY

* ALL RECOMMENDED SERVICES, OIL CHANGES EVERY*

* 3750 MILES, TIRE ROTATION EVERY 7500 MILES *

*AS WELL AS ALIGNMENT YEARLY OR 15000 MILES *

THANK YOU FOR LETTING US SERVICE YOUR NEEDS

HOME OF TRULY OUTSTANDING SERVICE

I receive Truly Outstanding Service _____

I have received my Multi-Point Inspection From _____

Your Complete Satisfaction is very important to us.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

- THE BEST DOGGONE PLACE TO BUY A CAR -
CUSTOMER COPY

GaryRome Hyundai

17420

3 WATER 14745 + SAJ

1000 Main Street
 Holyoke, MA 01041
 www.garyromehyundai.com
 email: service@garyromehyundai.com
 Main Phone (413) 536-4328
 Fax No. (413) 533-1956

INVOICE



CHESTER, MA
 HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 8342 CARLOS RIVERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT		
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		12476/12476		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19JUL09 JD			21:00 18OCT10		93.89	CASH	20OCT10
R.O. OPENED	READY	OPTIONS: STK:H90351S DLR:MA034 ENG:1.6 Liter DOHC TRN:A 1)TIRES FOR LIFE					
18OCT10	20OCT10						

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

CLIENT HAS MET WITH SERVICE DIRECTOR AND DPSM HAS STAINS ON CARPETS, REMOVE REAR PANELS AND CHECK FOR WATER LEAKS AROUND WHEEL WELL SEAMS CHECK AND ADVISE

INFO THIS LINE IS FOR INFORMATION ONLY
 8995 INC *Denied* (N/C)
 12476 TECH CHECKED THE VEHICLE AND REMOVED ALL THE PANEL AND THE CARPET AND PERFORMED WATER TEST AND COULD NOT VERIFY AND WATER LEAK. WE ALSO PERFORMED A 3 STAR DETAIL COMPLIMENTARY TO CUSTOMER ALL THE INSIDE WAS CLEANED AND ALL DOG HAIRS WERE ALL CLEANED OUT. SERVICE MANAGER AND SERVICE DIRECTOR BOTH VERIFIED ALL CONCERN WITH VEHICLE AT THIS TIME ALL FINE NO STAINS IN THE INSIDE AT THIS TIME

CUSTOMER STATES NOISE IN WHEEL BEARINGS. PLEASE HAVE SERVICE DIRECTOR GO FOR RIDE WITH CUSTOMER.

INFO THIS LINE IS FOR INFORMATION ONLY
 8995 INC *BACK* (N/C)

PROVIDED CUSTOMER WITH NO COST LOANER
 LOANER PROVIDED CUSTOMER WITH NO COST LOANER
 8995 INC (N/C)

SERVICE DIRECTOR ROAD TESTED WITH CLIENT BOTH CITY AND HIGHWAY, CHECK FOR NOISE AND CHECKED BRAKE PERFORMANCE, COULD NOT DUPLICATE CLIENTS CONCERN ON TODAYS ROAD TEST. *LEFT BRAKE Locked*
 INFO THIS LINE IS FOR INFORMATION ONLY
 8995 INC (N/C)

ADVISED CLIENT WE WILL PERFORM A COURTESY BRAKE INSPECTION TO MAKE SURE NO BRAKE PADS ARE STICKING VEHICLE HAS LOW MILEAGE AND IS NOT DRIVEN EVERY DAY ACCORDING TO THE CLIENT
 DIAG TECH CHECKED THE BRAKES AND FOUND THAT THE FRONT BRAKE ARE OVER 6MM AND THE REAR ARE 3MM
 AT THIS TIME AOK
 8995 INC (N/C)

HOME OF TRULY OUTSTANDING SERVICE

I receive Truly Outstanding Service _____
 I have received my Multi-Point Inspection From _____
 Your Complete Satisfaction is very important to us.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIRONMENTAL	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ON BEHALF OF SERVING 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 PARTS 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

- THE BEST DOGGONE PLACE TO BUY A CAR -

I Didn't complain About BEARING
HADDAD TOOK CARE OF NOISE
ROT# 6886288/1

WHAT I COMPLAINED ABOUT WAS
BRAKED NOISE AND STICKING
AND BRAKES STICKING AND
GRABING PROBABLY TO RELEASE
TO BRAKE PEDAL GOING TO THE
FLOOR. YOU HAVE TO HAVE STEADY
PRESSURE ON MASTER CYLINDER TO
HOLD BRAKES ON WHEN PEDAL
HITS FLOOR NO PRESSURE NO
BRAKES. ALSO YOUR FOOT HITS
GAS PEDAL CAR WILL ACCELERATE
IT HAS HAPPEN TO ME BUT
I HAVE TO PUMP BRAKE
TO STOP SOME TIME TO
KEEP PEDAL UP

3

WATER & SAJ

GaryRome Hyundai

1000 Main Street
Holyoke, MA 01041
www.garyromehyundai.com
email: service@garyromehyundai.com
Main Phone (413) 536-4328
Fax No. (413) 533-1956



17420

205804

INVOICE

PAGE 1

CHESTER, MA
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 7972 SEAN Z DAVIDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
CHARCOAL	09	HYUNDAI ACCENT	KMHCM36C79U	[REDACTED]	8554/8555	T556	
DEL DATE	PROX DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
09JUL09	DD		WAIT 25MAY10		93.89	CASH	25MAY10
R/O OPENED	READY	OPTIONS:					
25MAY10	25MAY10	STK: H90351S DLR: MA034 ENG: 1.6 Liter DOHC TRN: A 1) TIRES FOR LIFE					

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

A CUST STATES WHITE MARKS ON FLOOR OF CARPETS.
CAUSE: SERVICE DIRECTOR INSPECTED VEHICLE WITH CLIENT AND DPSM
INFO THIS LINE IS FOR INFORMATION ONLY

99 INC (N/C)
8554 SERVICE DIRECTOR INSPECTED VEHICLE WITH CLIENT AND DPSM MADE APPOINTMENT FOR CLIENT TO DROP OFF CAR WITH A LOANER VEHICLE ON 6/8/10 TO HAVE US REMOVE INTERIOR PANELS AND CARPET AROUND REAR WHEEL WELLS TO INSPECT SEAMS FOR POSS WATER INTRUSION CAUSING WHITE MARKS ON INSIDE CARPETING AROUND REAR AND FRONT AREAS.

no leaks

B HAS OPEN CA CASE #393804
INFO THIS LINE IS FOR INFORMATION ONLY
99 INC (N/C)
8554 HAS OPEN CA CASE #393804 REFERENCE TO NEW REPAIR ORDER ON NEXT APPOINTMENT ON 6/8/10 THANK YOU

OWN

- * TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY *
- * ALL RECOMMENDED SERVICES, OIL CHANGES EVERY *
- * 3750 MILES, TIRE ROTATION EVERY 7500 MILES *
- * AS WELL AS ALIGNMENT YEARLY OR 15000 MILES *
- * THANK YOU FOR LETTING US SERVICE YOUR NEEDS *

HYUNDAI
COMMITTED TO
CUSTOMER SATISFACTION

OVER

Rated #1 in Customer Satisfaction in the Nation

"YOU DESERVE THE BEST"

Our commitment to customer satisfaction represents our pledge to provide you with the highest quality parts and service your money can buy. AT GARY ROME HYUNDAI, we value your business and are

COMMITTED TO YOUR COMPLETE SATISFACTION



ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY MANUFACTURERS 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./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

- THE BEST DOGGONE PLACE TO BUY A CAR -
CUSTOMER COPY

GaryRome Hyundai

1000 Main Street
 Holyoke, MA 01041
 www.garyromehyundai.com
 email: service@garyromehyundai.com
 Main Phone (413) 536-4328
 Fax No. (413) 533-1956



17420

194931

INVOICE



PAGE 1

CHESTER, MA
 HOME: BUS:

SERVICE ADVISOR: 1490 ROBERT P MICHAELS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U		3950/3951	T168	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL09 DD			WAIT 16NOV09		89.37	CASH	16NOV09
R/O OPENED	READY	OPTIONS:					
16NOV09	16NOV09	STK:H90351S DLR:MA034 ENG:1.6_Liter_DOHC TRN:A 1)TIRES FOR LIFE					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	3,750	MILE SERVICE-REPLACE ENGINE OIL, INSTALL GENUINE HYUNDAI OIL FILTER, INSPECT AND TOP OFF ALL FLUIDS, SET TIRE PRESSURES, LUBE STEERLINKAGE AND BALL JOINTS, LUBE ALL HINDGES AND LATCHES, MULTI-POINT INSPECTION					
3750	3,750	MILE SERVICE-REPLACE ENGINE OIL, INSTALL GENUINE HYUNDAI OIL FILTER, INSPECT AND TOP OFF ALL FLUIDS, SET TIRE PRESSURES, LUBE STEERLINKAGE AND BALL JOINTS, LUBE ALL HINDGES AND LATCHES, MULTI-POINT INSPECTION					
1	26300-35503	FILTER ASM					(N/C)
1	21513-23000	GASKET-OIL					(N/C)
5	OIL SUNOCO CAM2 BLEND						(N/C)

Handwritten notes:
 36.015 hours
 14.5 hours
 NO GREASE FILLING
 NO FITTING FOR LUBE
 2 OIL-FILTER
 didn't change oil-filter
 can't hold 3.5 qts

OWN

*TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY *
 * ALL RECOMMENDED SERVICES, OIL CHANGES EVERY *
 * 3750 MILES, TIRE ROTATION EVERY 7500 MILES *
 * AS WELL AS ALIGNMENT YEARLY OR 15000 MILES *
 * THANK YOU FOR LETTING US SERVICE YOUR NEEDS *

1 Hae Rvsty Fester
 COMMITTED TO
 CUSTOMER SATISFACTION

Rated #1 in Customer Satisfaction in the Nation

HOME OF TRULY OUTSTANDING SERVICE

I receive Truly Outstanding Service _____
 I have received my Multi-Point Inspection From _____
 Your Complete Satisfaction is very important to us.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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.

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

- THE BEST DOGGONE PLACE TO BUY A CAR -
 CUSTOMER COPY

3

17420

192394

GaryRome Hyundai

1000 Main Street
Holyoke, MA 01041
www.garyromehyundai.com
email: service@garyromehyundai.com
Main Phone (413) 536-4328
Fax No. (413) 533-1956



INVOICE



PAGE 1

CHESTER, MA
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3912 CARLOS BIRRIEL

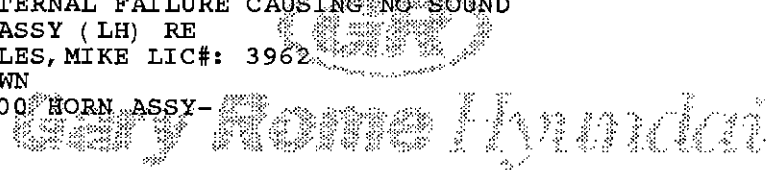
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
CHARCOAL	G 09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		2663/2663	T498	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
09JUL09	DD		WAIT 01OCT09		89.37	CASH	01OCT09
R.O. OPENED	READY	OPTIONS: STK: H90351S DLR: MA034 ENG: 1.6 Liter DOHC					
01OCT09	01OCT09	TRN: A 1) TIRES FOR LIFE					

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

A CUST STATES LAST VISIT WAS TOLD VEH NEEDS NEW HORN REPLACE WITHH SOP
 CAUSE: HORN WITH INTERNAL FAILURE CAUSING NO SOUND
 96600R00 HORN ASSY (LH) RE
 3962 WALES, MIKE LIC#: 3962

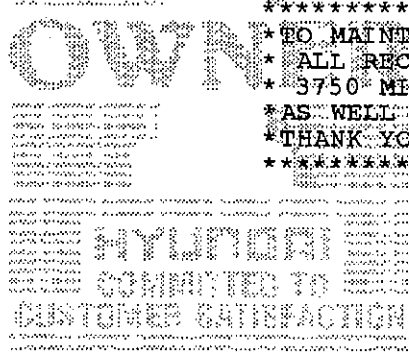
WN
 1 96620-1G000 HORN ASSY-
 CC: N94
 FC: C15
 PART#: 96620-1G000
 COUNT: 1
 CLAIM TYPE: WAR
 AUTH CODE:

(N/C)
(N/C)



2663 HORN WITH INTERNAL FAILURE CAUSING NO SOUND TECH REPLACED HORN
 ASSY AND NOW VEH IS OPERATING AS DESIGNED.

 * TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBLTY *
 * ALL RECOMMENDED SERVICES, OIL CHANGES EVERY *
 * 3750 MELES, TIRE ROTATION EVERY 7500 MILES *
 * AS WELL AS ALIGNMENT YEARLY OR 15000 MILES *
 * THANK YOU FOR LETTING US SERVICE YOUR NEEDS *



*SALT WATER
 UP HORN*

Refer # 1 to Customer Satisfaction in the Matter

"YOU DESERVE THE BEST"

Our commitment to customer satisfaction represents our pledge to provide you with the highest quality parts and service your money can buy. AT GARY ROME HYUNDAI, we value your business and are

COMMITTED TO YOUR COMPLETE SATISFACTION



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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 MANUFACTURERS REPRESENTATIVE.

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

CUSTOMER SIGNATURE

- THE BEST DOGGONE PLACE TO BUY A CAR -
 CUSTOMER COPY

GaryRome Hyundai

1000 Main Street
Holyoke, MA 01041
www.garyromehyundai.com
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Main Phone (413) 536-4328
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17420

220940

INVOICE



PAGE 1

CHESTER, MA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2985 DAVID SPAFFORD

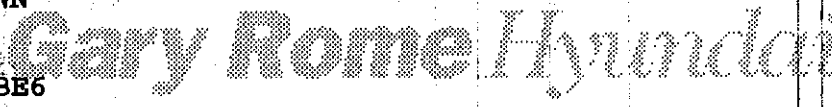
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CHARCOAL G	09	HYUNDAI ACCENT	KMHCM36C79U [REDACTED]		14662/14663	T888	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09JUL09 DD			WAIT 11FEB11		93.89	CASH	11FEB11
R.O OPENED	READY	OPTIONS:					
11FEB11	11FEB11	STK:H90351S DLR:MA034 ENG:1.6 Liter DOHC TRN:A 1)TIRES FOR LIFE					

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

A CLIENT STATES CHECK ENGINE LIGHT IS ON. A MINIMUM OF A \$47.00
DIAGNOSTIC FEE APPLIES TO ANY NON-WARRANTY DIAGNOSIS & REPAIR.
CAUSE: TECH SCANNED AND FOUND CODES P0300-P0303, MISFIRE CYL #3.
39110F2E ECM UPGRADE
8995 WN

(N/C)

CC: N69
FC: C40
PART#: 39131-26BE6
COUNT: 0
CLAIM TYPE: WAR
AUTH CODE:



14663 TECH SCANNED AND FOUND CODES P0300-P0303, MISFIRE CYL #3.
TECH PERFORMED TSB 10-FL-004, PERFORMED ECM UPDATE, CLEARED CODES AND
VERIFIED REPAIR TO BE COMPLETE

C CUST STATES RATTLING OVER BUMPS- PLEASE TEST DRIVE
CAUSE: TECH CONFIRMED NOISES- FOUND THE STRUT BOOTS NOT STAYING UP.
54625NTT STRUT BOOT URETHANE SEALANT
8995 WN

(N/C)

CC: N29
FC: C99
PART#: 54625-1E000
COUNT: 0
CLAIM TYPE: WAR
AUTH CODE:



14663 TECH CONFIRMED NOISES- FOUND THE STRUT BOOTS NOT STAYING UP.
TECH SEALED STRUT BOOTS WITH URETHANE, ROADTESTED AND VERIFIED REPAIR
TO BE COMPLETE

Rated #1 in Customer Satisfaction in the Nation

<p>HOME OF TRULY OUTSTANDING SERVICE</p> <p>I receive Truly Outstanding Service _____</p> <p>I have received my Multi-Point Inspection From _____</p> <p>Your Complete Satisfaction is very important to us!</p>		<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td></td> </tr> <tr> <td>PARTS AMOUNT</td> <td></td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td></td> </tr> <tr> <td>SUBLET AMOUNT</td> <td></td> </tr> <tr> <td>MISC./ENVIRONMENTAL</td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> </tr> <tr> <td>LESS</td> <td></td> </tr> <tr> <td>SALES TAX</td> <td></td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT:</td> <td></td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC./ENVIRONMENTAL		TOTAL CHARGES		LESS		SALES TAX		PLEASE PAY THIS AMOUNT:	
DESCRIPTION	TOTALS																					
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PLEASE PAY THIS AMOUNT:																						
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<p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	<p>CUSTOMER SIGNATURE</p>																					

THE BEST DOGGONE PLACE TO BUY A CAR
CUSTOMER COPY

This car was in a salt box

HADDAD DEALERSHIPS

OF THE BERKSHIRES

TOYOTA JEEP HYUNDAI

Pittsfield-Lenox Rd., PO Box 3029 Pittsfield, MA 01202
 (413) 445-4535 (800) 444-2442 Fax: (413) 242-0136
 www.haddadauto.com

SERVICE & PARTS DEPARTMENT HOURS
 7:30 a.m. to 5:00 p.m. Mon - Wed, Fri
 7:30 a.m. - 6:00 p.m. - Thursday
 8:00 a.m. - 1:00 p.m. - Saturday

SALES DEPARTMENT HOURS
 8:30 a.m. to 8:00 p.m. Mon - Thurs
 8:30 a.m. - 6:00 p.m. Fri, Sat
 11:00 a.m. - 5:00 p.m. Sunday

BODY SHOP HOURS
 8:00 a.m. to 5:00 p.m. Mon - Fri

R/O Open Date	R/O Number
4/27/10	6086288/1
R/O Close Date	Status
4/27/10	Pre-Invoice
Mileage In	Mileage Out
8022	8024
Service Advisor / Tag #	
CHRIS CHURCH/9777	
Vehicle Identification Number	
KMHCM36C79U	
Delivery Date	In-Service Date
	7/10/09
Color	License Number

CHESTER, MA

Year	Make	Model	Body
2009	HYUNDAI	ACCENT	SD

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: CUSTOMER STATES THAT VEHICLE HAS A RUMBLING NOISE WAS TOLD BY A MECHANIC THAT WHEEL BEARINGS WERE BAD. CHECK/ADVISE Caused by TIRES STARTING TO CUP BECAUSE OF ALIGNMENT OUT OF SPEC Corrected by 52903A00: (N29) (C16) Work performed by KEVIN ELLSWORTH (521) CHECK AND ADJUST ALIGNMENT TO FACTORY SPECS NOISE SHOULD GET BETTER AS TIRES WEAR EVEN</p> <p><i>DAMAGE TO FRONT END FROM BEING DRIVEN INTO WATER BAY DUE BY 15 MIN TO REPAIR</i></p>	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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 above vehicle to secure amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by a manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LIMITED LABOR LIABILITY
 The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. Our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE
 The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal hazardous waste reflects our conformity to state law in addition to our concern for the environment.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Your concerns are important to us. If you have any questions or comments

CAR WAS STOLEN AND
DRIVEN INTO SALT BAY MARSH
EITHER N.J. PORT WHEN
TAKEN OFF SHIP OR
AFTER BEING DELIVERED
TO L.A. MTS IN ALBANY NY
945 Central Ave

OVER

MOTOR VEHICLE RETAIL INSTALLMENT SALE AGREEMENT (Non-Negotiable Consumer Note)

Date: 07/09/2009

BUYER (and CO-BUYER, if any) Name and Address (include zip code) <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> CHESTER, MA HAMPDEN	SELLER (Dealer Name and Address) GARY ROME HYUNDAI INC. 1000 MAIN STREET HOLYOKE, MA 01040 413-536-4328
---	---

This Agreement is made by and between the Seller named above (referred to in this Agreement as "Seller" or "we") and the Buyer and any Co-Buyer named above (referred to in this Agreement as "Buyer" or "you"). This Agreement is effective as of the date shown above.

SALE. We agree to sell and you agree to buy the motor vehicle described below, together with all its equipment and accessories on the terms stated on the front and back of this Agreement. If the motor vehicle is used, the information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

PAYMENT PROMISE. You, jointly and severally if more than one, promise to pay us or our order, at any office of Eastern Bank (the "Bank"), to whom we will assign this Agreement, the principal sum of \$12474.15, plus interest on the unpaid daily principal balance at the rate of 6.89% per year, including after any default, until the day your obligation is paid in full, by making the payments disclosed in the payment schedule below.

SECURITY. To secure payment and performance of your obligations under this Agreement, you grant us a security interest in the motor vehicle, together with all accessions and other additions added to the motor vehicle within 10 days of this Agreement and any proceeds, including insurance proceeds (all of which we refer to as the "Motor Vehicle"). If the Bank becomes the holder of this Agreement it will have a right of set-off. This means that, if you are in default, the Bank may apply any funds you have on deposit with the Bank to reduce or satisfy your debt.

COLLECTION COSTS: You agree that you will pay all costs of collection, including reasonable attorney's fees. (Not applicable to Maine contracts.)

DESCRIPTION OF VEHICLE						
New/Used	Year	Make & Model	Body Type	Vehicle Identification Number	Primary Use	Mileage on Odometer
	2009	HYUNDAI ACCENT	HB	KMHCM [REDACTED]	<input checked="" type="checkbox"/> Personal, family, or household use <input type="checkbox"/> Commercial use	120

TRUTH IN LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate. 6.89%	The dollar amount the credit will cost you. \$2834.49	The amount of credit provided to you or on your behalf. \$12474.15	The amount you will have paid after you have made all payments as scheduled. \$15308.64	The total cost of your purchase on credit, including your downpayment of \$2925.10 \$18233.74

Your payment schedule will be:

# of Payments	Amt of Payments	When Payments are due
72	\$212.62	On the 23RD day of each month beginning on 08/23/2009
	\$N/A	On _____

Security You are giving a security interest in the Motor Vehicle being purchased.

Filing Fees: \$N/A

Late Charge: If a payment is more than 15 days late, you may be charged a late charge of 5% of the unpaid portion of the payment. The charge will not exceed \$5 (\$10 for Maine contracts) if the Motor Vehicle is purchased primarily for personal, family or household purposes.

Prepayment: If you pay off early, you will not be charged a penalty.

See the contractual provisions of this Agreement for any additional information about non-payment, default, any required prepayment in full before the scheduled date and any security interests.

ITEMIZATION OF AMOUNT FINANCED

- Cash Price (including any accessories and services) \$14823.00 (1)
- Downpayment:
 - Trade-In. Your Trade-In is a 05 SATURN ION

Gross Allowance \$	4900.00	less Amount Owing \$	3474.90	equals Net Trade-in	\$1425.10
--------------------	---------	----------------------	---------	---------------------	-----------

 (If Amount Owing exceeds Gross Allowance, enter "0" as Net Trade-in and enter excess as Prior Credit or Lease Balance in Item 4F)
 - Cash Downpayment \$N/A
 - Manufacturer's Rebate Applied to Downpayment \$1500.00
 - Total Downpayment (A plus B plus C) \$2925.10 (2)
- Unpaid Balance of Cash Price (1 minus 2D) \$11897.90 (3)
- Amounts Paid to Others on Your Behalf (Other Charges)
 - Cost of optional credit insurance issued under a group policy for the term of this Contract paid to: (Name of Insurance Company) \$N/A

Credit Life Ins. \$	A	Credit Disability Ins. \$	N/A		\$N/A
---------------------	---	---------------------------	-----	--	-------
 - Cost of optional mechanical repair insurance covering certain mechanical repairs paid to: (Name of Insurance Company) \$N/A
 - Sales taxes paid to government agencies \$35.00

* (We may retain a portion of this fee)

DAY STOLEN FROM LOT
CAR LOT RECOVERED
SWAMP IN N.Y. ALBANY NY AREA



Gary Rome Hyundai

1000 Main Street P.O. Box 1001
Holyoke, MA 01041-1001

Tel. (413) 536-4328 • Toll Free 1-888-637-(GARY)4279
www.garyromehyundai.com Email: sales@garyromehyundai.com

SOLD

ADDRESS

CITY

CHESTER MA

(413)354-6533

MAKE	MODEL	NEW OR USED	SERIAL NO.	BODY COLOR
HYUNDAI	ACCENT	NEW	KMHCM36C79U	CHARCOAL GRAY
SALES MAN SHANNON, PAUL			KEY NOS. V1088	

OPTIONAL EQUIPMENT	GROUP	DESCRIPTION	PRICE
MILES = 120			
		TRADE ALLOWANCE:	4900.00
		PAYOFF:	3474.90
		NET TRADE:	1425.10
		SALES TAX @ 500.00	\$406.25
ACKNOWLEDGMENT OF WARRANTY CONDITIONS			
If New:			
This vehicle is not warranted by Gary Rome Hyundai Inc. This vehicle subject to balance of original factory warranty and by an extended service agreement for _____ months or _____ miles whichever comes first from original in service date. A _____ deductible applies.			
Cust. initial _____			
If Used:			
This vehicle warranted for _____ days or _____ miles whichever comes first. Subject to a \$100.00 deductible. This vehicle also subject to extended service agreement for _____ months or _____ miles whichever comes first. A _____ deductible applies.			
Cust. initial _____			

USED CAR TRADED				
YEAR	MAKE	MODEL	SERIAL NO.	
05	SATURN	IDN	1G8AG52F15Z	
BODY				

DATE	INVOICE NO.	STOCK NO.
07/09/09	25744	H90351S
DESCRIPTION		SALE
COMM.		14620.00
CAR DEPOSIT		481.25
DOC. FEE 840 CMR		298.00
USED WARRANTY		
EXT. SERV. AGMT.		
ENV. PROTECTION PROG.		
SECURITY SYSTEM		
USED PASS - RETAIL		
WHLSE.		
USED COMM - RETAIL		
WHLSE.		
TOTAL CASH PRICE		15494.25
FINANCING EASTERN BAN		2834.49
TOTAL TIME PRICE		18328.74
DEPOSIT		
CASH ON DELIVERY		
DATE		1500.00
USED CAR ALLOWANCE		1425.10
PAYMENTS		
MONTHS DOLLARS		
72 212.62	PER MONTH	15308.64
TOTAL		16808.64
<i>Always Bring Your Car Here For Factory Authorized Service</i>		
H90351S		

TM-131-025T. Occasion 0 (08/07) Reynolds and Reynolds

MOTOR VEHICLE RETAIL INSTALLMENT SALE AGREEMENT (Non-Negotiable Consumer Note)

Date: 07/09/2009

BUYER (and CO-BUYER, if any) Name and Address (Include zip code) <div style="background-color: black; width: 150px; height: 40px; margin: 5px 0;"></div> CHESTER, MA HAMPDEN	SELLER (Dealer Name and Address) GARY ROME HYUNDAI INC. 1000 MAIN STREET HOLYOKE, MA 01040 413-536-4328
---	--

This Agreement is made by and between the Seller named above (referred to in this Agreement as "Seller" or "we") and the Buyer and any Co-Buyer named above (referred to in this Agreement as "Buyer" or "you"). This Agreement is effective as of the date shown above.

SALE. We agree to sell and you agree to buy the motor vehicle described below, together with all its equipment and accessories on the terms stated on the front and back of this Agreement. **If the motor vehicle is used, the information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.**

PAYMENT PROMISE. You, jointly and severally if more than one, promise to pay us or our order, at any office of Eastern Bank (the "Bank"), to whom we will assign this Agreement, the principal sum of \$12,474.15, plus interest on the unpaid daily principal balance at the rate of 6.89 % per year, including after any default, until the day your obligation is paid in full, by making the payments disclosed in the payment schedule below.

SECURITY. To secure payment and performance of your obligations under this Agreement, you grant us a security interest in the motor vehicle, together with all accessions and other additions added to the motor vehicle within 10 days of this Agreement and any proceeds, including insurance proceeds (all of which we refer to as the "Motor Vehicle"). **If the Bank becomes the holder of this Agreement it will have a right of set-off. This means that, if you are in default, the Bank may apply any funds you have on deposit with the Bank to reduce or satisfy your debt.**

COLLECTION COSTS: You agree that you will pay all costs of collection, including reasonable attorney's fees. (Not applicable to Maine contracts.)

DESCRIPTION OF VEHICLE						
New/Used	Year	Make & Model	Body Type	Vehicle Identification Number	Primary Use	Mileage on Odometer
	2009	HYUNDAI ACCENT	HB	KMHCM5 [REDACTED]	<input checked="" type="checkbox"/> Personal, family, or household use <input type="checkbox"/> Commercial use	120

TRUTH IN LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate. <u>6.89</u> %	The dollar amount the credit will cost you. <u>\$2834.49</u>	The amount of credit provided to you or on your behalf. <u>\$12474.15</u>	The amount you will have paid after you have made all payments as scheduled. <u>\$15308.64</u>	The total cost of your purchase on credit, including your downpayment of <u>\$2925.10</u> <u>\$18233.74</u>

Your payment schedule will be:

# of Payments	Amt of Payments	When Payments are due
<u>72</u>	<u>\$212.62</u>	On the <u>23RD</u> day of each month beginning on <u>08/23/2009</u>
	<u>\$N/A</u>	On _____

Security You are giving a security interest in the Motor Vehicle being purchased.

Filing Fees: \$N/A

Late Charge: If a payment is more than 15 days late, you may be charged a late charge of 5% of the unpaid portion of the payment. The charge will not exceed \$5 (\$10 for Maine contracts) if the Motor Vehicle is purchased primarily for personal, family or household purposes.

Prepayment: If you pay off early, you will not be charged a penalty.

See the contractual provisions of this Agreement for any additional information about non-payment, default, any required prepayment in full before the scheduled date and any security interests.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including any accessories and services) \$14823.00 (1)

2. Downpayment:

A. Trade-In. Your Trade-In is a 05 Year SATURN Make ION Model

Gross Allowance \$ 4900.00 less Amount Owing \$ 3474.90 equals Net Trade-in \$1425.10

(If Amount Owing exceeds Gross Allowance, enter "0" as Net Trade-in and enter excess as Prior Credit or Lease Balance in Item 4F)

B. Cash Downpayment \$N/A

C. Manufacturer's Rebate Applied to Downpayment \$1500.00

D. Total Downpayment (A plus B plus C) \$2925.10 (2)

3. Unpaid Balance of Cash Price (1 minus 2D) \$11897.90 (3)

4. Amounts Paid to Others on Your Behalf (Other Charges)

A. Cost of optional credit insurance issued under a group policy for the term of this Contract paid to: (Name of Insurance Company) _____

Credit Life Ins. \$N/A Credit Disability Ins. \$N/A * \$N/A *

B. Cost of optional mechanical repair insurance covering certain mechanical repairs paid to: (Name of Insurance Company) _____

* \$N/A *

C. Cost of single interest insurance (see Vehicle's Single Interest Insurance section later) \$5.00 *

D. Sales taxes paid to government \$N/A *

* (We may retain a portion of this fee)

When car was driven
into salt bog, person driving
got out the salt water
came into the car. The height
of frame the lower part of
front end most of damage
and replaced the damage
to frame probly was done
by driven onto racks crew chief
S.M. ~~WADDAD~~ repaired painted

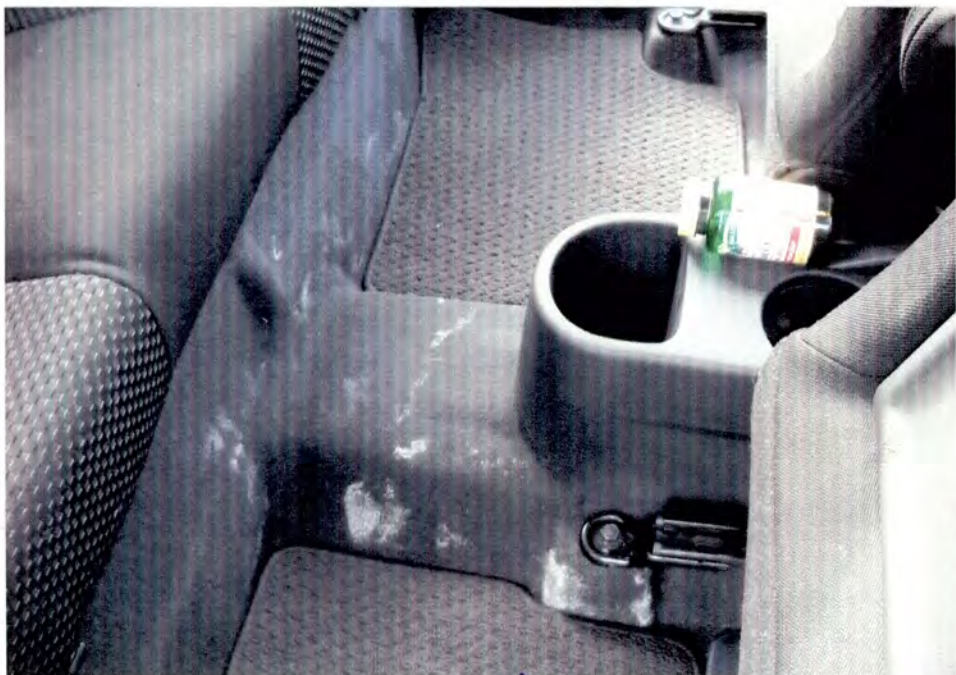
Frame, Invoice #205809 inspection
with Hydrel + Rome S.M. This is the
day I overheard stand outside
history of car stolen + salt bog -
I walked into stall + told them
I overheard him misshel Hydrel telling
Steve S.M. Bog was told by case
manager to show them salt
frame he got 2n front eye
me + started pushing and taking
me going under car to show him
salt in holdings me + pushing in
me + used me to bump my
head underneath the car
Steve Rome said I told them I
never said a word I told them I
had to back to get S.O. + reported
this to Hyd

she had ^{said} 5 so I said Steve
she answered yes 1 minute later
she said I don't remember his name
she insisted she didn't remember
~~she~~ she has the same name it
seems she doesn't remember
she also said as long as she is
charged will never get another
we had argument early
told her to send everything
back & I'd go elsewhere
she told me she would
get back to me, she told me
the same the other day
about who confessed

HADDAD RD-60821
Rome invoice 205804
" " 214745

HADDAD - Rome - Roma
SAY WATER Getting into CAR
214745 SAYS NO BREAKS INTO
CAR SO where in the world
DID SALT Get into CAR
over

After Cleaning

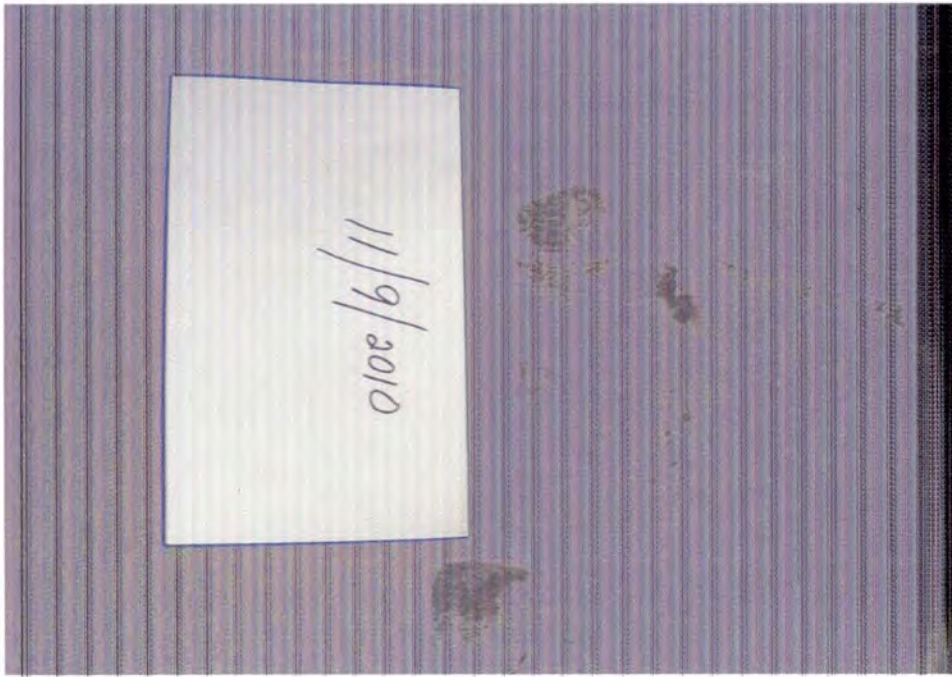


After Cleaning



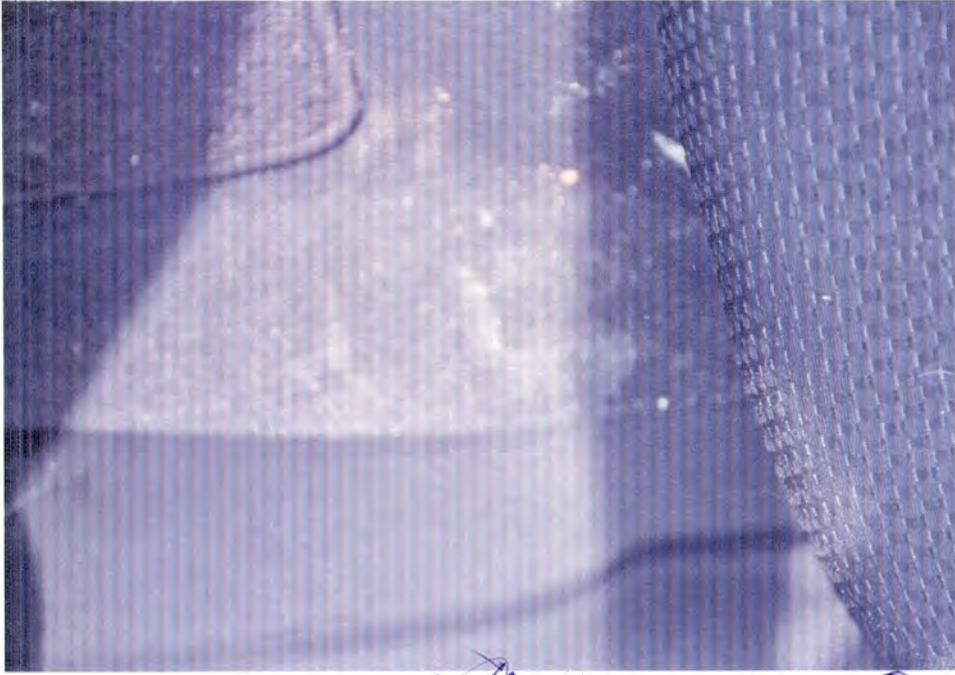
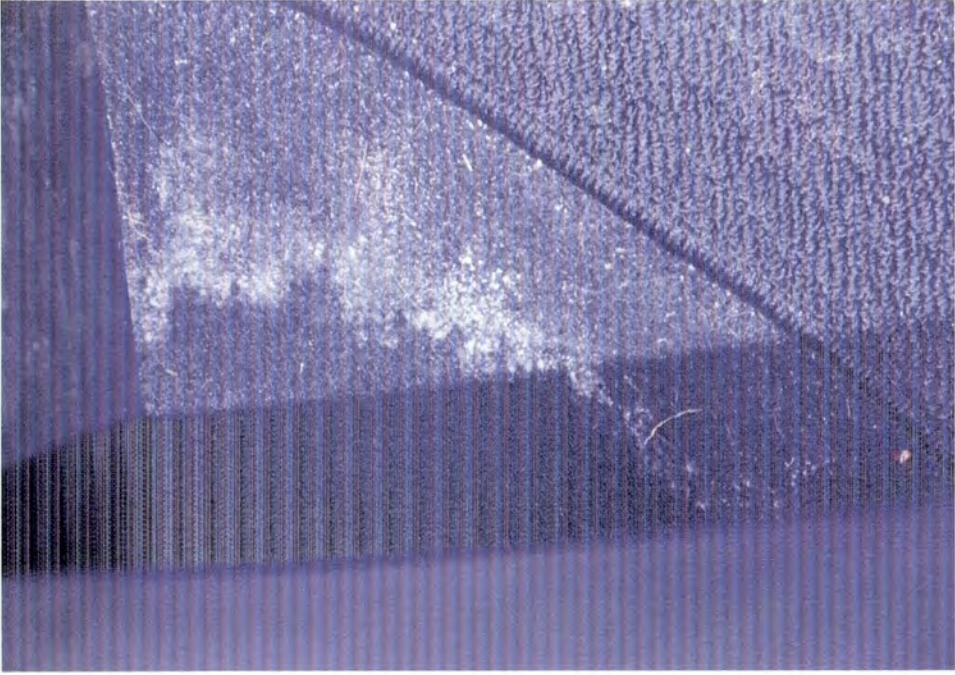
AFTER
CLEANING





AFTER cleaning





6/28/2010
1051522

6/28/2010



CHESTER MA



SEP 26 2011

FIRST CLASS

NATIONAL HIGHWAY TRAFFIC SAFETY
ASS.
ADMINISTRATOR 1200 NEW JERSEY
AVE. SE, WASHINGTON DC 20590

