Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received DEC - 9 2011

09-NOV-2011

Repository ☐

Reference No. 10435030

OWNER INFORMATION (Type or Print)

Name	[redacted]
Address	[redacted]
City	CORONA
State	CA
Zip Code	[redacted]
Daytime Telephone Number	[redacted]
Evening Telephone Number	[redacted]
E-mail Address	[redacted]

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
KMHCN3AC6AU[redacted]	HYUNDAI	ACCENT	2010

Date Purchased	
Original Owner	☑
Dealer's Name and Telephone Number	Hyundai Inland Empire 909-796-1600
Dealer's City	25072 Redlands Blvd. Loma Linda
State	CA
Zip Code	92354
Engine: No: Cylinders	
Fuel Type:	Gas Regular & Sometime premium Fuel
Transmission Type	Standard not automatic
☑ Antilock Brakes	
☑ Cruise Control	
Powertrain	
Multiple Failure:	
Incident Date(s)	05-NOV-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes	Failure Mileage	Failure Speed
190000 TIRES, 190000 TIRES	19888	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
KUMHO	SOLUS	* 205/45R16

DOT No. (Example: DOTMAL9ABC036): CO5T YP5M 0209

☒ Original Equipment ☐ Prior Repair

Failure Location:

Tire Component Code: 190000 TIRES CO5T YP5M 0909

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2010 HYUNDAI ACCENT WITH KUMHO SOLUS TIRES, SIZE P205-45 R16 (N/A). THE CONTACT STATED THAT THE OUTSIDE WALL OF THE EACH TIRE EXHIBITED CRACKS WHICH WERE CAUSING THE TIRES TO LOSE AIR PRESSURE RAPIDLY. THE CONTACT TOOK THE VEHICLE TO A TIRE SHOP WHERE HE WAS ADVISED THAT THE TIRES WERE DEFECTIVE BUT COULD NOT WARRANTY THE TIRE BECAUSE THEY WERE NOT AN AUTHORIZED DEALER. THE CONTACT TOOK THE VEHICLE TO AN AUTHORIZED DEALER WHERE THE DEALER ADVISED THAT THE CRACKS WERE DUE TO ROAD HAZARDS AND NOT A MANUFACTURING DEFECT. THE CONTACT REPLACED EACH TIRE. THE FAILURE MILEAGE WAS 19,888. The authorized dealer was American Tires. I replaced only 2 Tires. I plan to replace the other 2 soon but they seem ok right now & I can't afford the expense right now. American Tires in Colton, CA called Kumho's main office who refused to reimburse me for the cost to replace the tires. 2 Brand new tires were replaced @ Firestone. I also got balancing & alignment done. I feel this tire failure could have lead to my Car over →

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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

turning on the freeway. Had I died in the accident, no one would have probably expected it to be due to new tire defects. I use this car as a commuter, driving 90 miles each way to work. This lesser incident could have lead to me being stranded in the desert, attempting to change a tire or call for a tow truck to help me. I bought this car brand new a 2010. It sat on the lot, most likely for more than a year. When I purchased the car, the tire light came on the filled the tires & assured me it was just due to the car sitting on the lot for so long. Sincerely [redacted]

Hyundai Dealer declined responsibility. I took the tires to the dealer to show [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

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

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 failures(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

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov

Edward Shea
Finance Manager
Direct Line: 909-643-2055

HYUNDAI
Drive your way

Hyundai Inland Empire
25072 Redlands Boulevard, Loma Linda, CA 92354
TEL: 909-796-1600 FAX: 909-799-9595
E-mail: eshea@ieHyundai.com

REPORTING SAFETY DEFECTS

I130C03A-AAT

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying HYUNDAI MOTOR AMERICA. If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or HYUNDAI MOTOR AMERICA.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to http://www.safercar.gov; or write to: Administrator, NHTSA, 1200 New Jersey Avenue, SE., West Building, Washington, DC 20590. You can also obtain other information about motor vehicle safety from http://www.safercar.gov.

11/9/11 Jason complaint filed by phone on defective tires

BINDING ARBITRATION (U.S.A only)

I140A01A-AAT

Any claim or dispute you may have related to your vehicle's warranty or the duties contemplated under the warranty, including claims related to the refund or partial refund of your vehicle's purchase price (excluding personal injury or product liability claims), shall be resolved by binding arbitration. Binding arbitration shall be administered by and through the American Arbitration Association (AAA).

You will not be responsible for paying filing and hearing fees above $275.00. All other arbitration costs shall be borne by Hyundai Motor America. You are not responsible to pay any of the costs Hyundai incurs.

This Binding Arbitration Agreement shall not deprive you of any remedies available to you under applicable law.

The parties are waiving their right to seek remedies in court, including the right to a jury trial.

This Binding Arbitration Agreement shall be governed by and interpreted under the Federal Arbitration Act, 9 U.S.C. sections 1-16. Judgment upon any award may be entered in any court having jurisdiction.

You may revoke this Arbitration Agreement by (1) written notice or (2) electronic notice. Written notice must be delivered (via certified mail) to Hyundai Motor America, Attn: Consumer Affairs, 10550 Talbert Avenue, P.O. Box 20849, Fountain Valley, CA 92728-0849.

Electronic notice must be submitted at the following website address: http://warranty-arbitration.hyundaiUSA.com. Notice must be received within 90 days after you purchase your vehicle.

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

Official Business
Penalty for Private Use $300

NVS 202
W48226

PRESORTED
FIRST CLASS

Hasler

016H2

$00

11/23

Mailed Fro

US PO

J6D-A3B 92879

Manufacturer's Suggested Retail Price:	**$16,195.00**

ADDED FEATURES:

* This vehicle is certified to meet emission requirements in all 50 states
* Carpeted Floor Mats $95.00

Inland Freight & Handling:	$720.00
TOTAL PRICE:	**$17,010.00**

GOVERNMENT SAFETY RATINGS

Frontal	Driver	**Not Rated**
Crash	Passenger	**Not Rated**

Star ratings based on the risk of injury in a frontal impact.
Frontal ratings should ONLY be compared to other vehicles of similar size and weight.

Side	Front seat	**Not Rated**
Crash	Rear seat	**Not Rated**

Star ratings based on the risk of injury in a side impact.

Rollover		**Not Rated**

Star ratings based on the risk of rollover in a single vehicle crash.

Star ratings range from 1 to 5 stars(★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA).

www.safercar.gov or 1-888-327-4236

STANDARD FEATURES:

AMERICA'S BEST WARRANTY

* 5-year/60,000-mile New Vehicle Warranty*	INCLUDED
* 10-year/100,000-mile Powertrain Warranty*	INCLUDED
* 7-year/Unlimited-mile Anti-perforation Warranty*	INCLUDED
* 5-year/Unlimited-mile Roadside Assistance	INCLUDED
*Limited warranties, see dealer for details	
ADVANCED SAFETY TECHNOLOGY	
* Dual Advanced Front Airbags	INCLUDED
* Dual Front Seat-Mounted Side-Impact Airbags	INCLUDED
* Roof-Mounted Side-Curtain Airbags	INCLUDED
* Tire Pressure Monitoring System (TPMS)	INCLUDED
* Anti-Lock Braking System(ABS) w/ EBD	INCLUDED
* Front Seatbelt Pretensioners	INCLUDED
* Rear LATCH Child-Seat Attachment System	INCLUDED
POWERTRAIN TECHNOLOGY	
* 1.6L, 110 HP, 16-Valve, DOHC 4-Cylinder Engine with CVVT	INCLUDED
* 5-Speed Manual Transmission with EcoShift Indicator	INCLUDED
* B&M Racing® Sport Shifter	INCLUDED
* Sport-Tuned Suspension	INCLUDED
* Power Rack & Pinion Steering	INCLUDED
* 16" Alloy Wheels with P205/45R16 tires	INCLUDED
COMFORT & CONVENIENCE	
* AM/FM/XM®/CD/MP3 Audio System with 6 Speakers	INCLUDED
* iPod®/USB and MP3 Auxiliary Input Jacks	INCLUDED
* XM® Satellite Radio - Free Activation & 3 Months Service (Not Available in AK and HI)	INCLUDED
* Air Conditioning	INCLUDED
* Power Door locks, Mirrors & Windows with Driver's Auto-Down	INCLUDED
* Remote Keyless Entry System with Alarm	INCLUDED
* Leather-Wrapped Steering Wheel & Shift Knob	INCLUDED
* Steering-Wheel-Mounted Audio & Cruise Controls	INCLUDED
* Tilt Steering Wheel	INCLUDED
* Dual Front Illuminated Vanity Mirros	INCLUDED
* Front Cupholders & Map Pockets with Bottle Holders	INCLUDED
* Maplights with Sunglass Holder	INCLUDED
* Passenger-Side Front Seatback Pocket	INCLUDED
* 60/40 Split Fold-Down Rear Seatback	INCLUDED
* Rear Cargo Cover	INCLUDED
* Rear Window Wiper/Washer	INCLUDED
* Power Tilt-and-Slide Sunroof	INCLUDED
* **Full Tank of Gas**	INCLUDED

Environmental Performance

Protect the environment, choose vehicles with **higher scores:**

Global Warming Score: 8 (scale 1 – 10 Cleanest; Average new vehicle)

Smog Score: 5 (scale 1 – 10 Cleanest; Average new vehicle)

Vehicle emissions are a primary contributor to global warming and smog. Scores are determined by the California Air Resources Board based on this vehicle's measured emissions. Please visit www.DriveClean.ca.gov for more information.

California Environmental Protection Agency
AIR RESOURCES BOARD

165 A 1100KH203 1

Manufacture

ADDED FE

* This vehicl
all 50 state
* Carpeted F

Inland Freigh
TOTAL PF

Frontal Crash
Star rating
Frontal rati
and weight

Side Crash
Star rating

Rollov
Star rating

Star rating
Source: N

W

VIN: KMHCN3AC6A[redacted]
MODEL: 15343
ENGINE: G4EDA568472

PORT OF ENTRY: HU
COLOR: Nordic White
MODE OF TRANSPORT: Truck
ACCESSORY WEIGHT: 12 lbs.

SOLD TO: CA309
HYUNDAI INLAND EMPIRE
25072 REDLANDS BLVD
LOMA LINDA, CA 92354

SHIPPED TO: **CA309**

Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service. Gasoline license and title fees, state and local taxes and dealer installed options and accessories are not included in the manufacturer's suggested retail price.

This label has been affixed to this vehicle by Hyundai Motor America, pursuant to the requirements of 15 U.S.C. 1231 et seq. which prohibits its removal or alteration prior to delivery to the ultimate purchaser.

PART CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE: U.S./CANADIAN PARTS CONTENT: 1 %
MAJOR SOURCES OF FOREIGN PARTS CONTENT: korea 99 %

Note: Parts content does not include final assembly, distribution, or other non-parts costs.

FOR THIS VEHICLE: FINAL ASSEMBLY POINT: Ulsan, Korea
COUNTRY OF ORIGIN: ENGINE: Korea TRANSMISSION: Korea

EPA Fuel Economy Estimates

CITY MPG

28

Expected range for most drivers
23to **33**MPG

Estimated Annual Fuel Cost

$1,299.00

based on 15,000 miles at $2.60 per gallon

Combined Fuel Economy

This Vehicle
30

11 — 42

All Compact Cars

HIGHWAY MPG

34

Expected range for most drivers
28to **40**MPG

Your actual mileage will vary depending on how you drive and maintain your vehicle

See the Free Fuel Economy Guide at dealers or www.fueleconomy.gov

HYUNDAI

CUSTOMER PURCHASE ASSISTANCE
INCENTIVE CLAIM FORM

1

CUSTOMER INFO[redacted]ase Type or Print)

First Name [redacted] MI M Last Name [redacted]
Address [redacted] Telephone [redacted]
City [redacted] State CA Zip Code [redacted]

2

VEHICLE INFORMATION

Model Code 15343 Delivery Date 02/22/11
VIN KMHCN3AC6AU[redacted]

3

SERVICE CONTRACT NOTIFICATION

Hyundai Protection Plan "HPP" (New Vehicle Service Contract)

I acknowledge that the Hyundai Protection Plan, the only service plan backed by Hyundai Motor America, was explained to me as it applies to the vehicle listed above. All HPP features and benefits have been reviewed and:

☒ I wish to purchase HPP ☐ I decline to purchase HPP

Customer Signature: ____________________

4

DEALERSHIP VALIDATION (To be completed by authorized Hyundai Dealer)

Dealership Name HYUNDAI INLAND EMPIRE Dealer Code CA309
Address 25072 REDLANDS BLVD Telephone (909) 796-1600
City LOMA LINDA State CA Zip Code 92354

I certify that the vehicle identified above is eligible for a Customer Cash Incentive under the current Official Program Rules and that all information shown above is true and correct. I also understand that before cash incentive payments are made, eligible vehicles must be delivered and reported via the Vehicle Retail Delivery Reporting (RDR) system. Any payments made for vehicles later found to be ineligible will be charged back to the dealership.

Authorized Dealer Signature ____________________ Date 02/22/2011
Name (Print or Type) EDWARD R SHEA Title FINANCE MANAGER

5

INCENTIVE AMOUNT (Must be completed before customer signs the claim form)

Enter the incentive amount: $ 1000 * Rebate Program Number: ____________

**Incentive amount must be shown as a separate line item on the purchase agreement and finance contract/lease agreement.*

6

INCENTIVE PAYMENT INFORMATION (To be completed by Customer)

Check One Box

☐ I elect the dealer to issue the incentive directly to me and not towards the purchase/lease.
☒ I elect to use the incentive toward the purchase/lease. I therefore assign the incentive to the dealer.
☐ I elect to participate in the special lease or financing program and I understand that I am not eligible for the incentive.

Customer: Do not sign this claim form unless it is completely filled in. Please read it thoroughly before signing.

I release Hyundai Motor America from any further claim or obligation for payment to me for this vehicle.

Customer Signature: ____________________ Date: 02/22/2011

CUSTOMER COPY

NP453-00030 8/08 (online)

The five plans come with the following additional benefits to keep you moving:

Rental Car Coverage	Reimbursement up to $35 per day for up to 10 days.
Towing Coverage	Payment of up to $75 in towing charges per covered mechanical breakdown.
Travel Coverage	If you're more than 100 miles from home when you break down, we will pay up to $75 per day, up to $375 per occurrence, for food and lodging.
Fluids Coverage	Replacement of necessary fluids, oils, greases, lubricants, and approved air conditioner gases that must be replaced in conjunction with a covered repair.
Improved Resale	Each plan is fully transferable, making your car more appealing to potential buyers.
Financing	The cost of the selected plan may be included in the financing of your vehicle.
Optional Tire Coverage	For an additional fee, you can include coverage for the repair or replacement of a tire that is damaged by a road hazard such as debris on the road or potholes.*

*Not available in all states.

Ask your salesperson or finance manager for our Hyundai Protection Plan, and you'll be on your way to a carefree driving experience.

See Service Contract for Complete Details.

WHAT IS BINDING ARBITRATION?

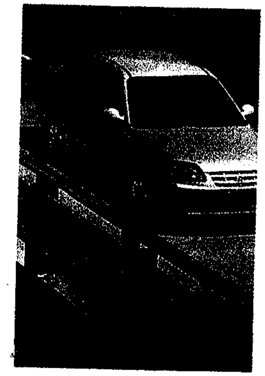
Binding arbitration is a way to resolve disputes without resorting to lawsuits. Binding arbitration occurs privately, outside the court system. Parties in binding arbitration may submit documents and provide testimony to a neutral arbitrator at a formal arbitration hearing. After the hearing, the arbitrator decides the matter and issues an award. The arbitration award is binding on both parties and legally enforceable.

MAY I REVOKE THE BINDING ARBITRATION AGREEMENT?

Yes. You may revoke the arbitration agreement by following the steps outlined on page 3.

HOW DO I INITIATE A CLAIM?

You may file a claim by contacting any office of the National Arbitration Forum, *www.arb-forum.com,* or at P.O. Box 50191, Minneapolis, MN 55405, or by calling (800) 474-2371 or by contacting any office of the American Arbitration Association, *www.adr.org,* or at 335 Madison Avenue, Floor 10, New York, NY 10017-4605, or by calling (800) 778-7879. Information about the NAF or AAA, including information about the arbitration process, may also be obtained by contacting the above addresses and phone numbers.



Hyundai Motor America warrants y
new vehicle pursuant to the terms a
conditions of the limited warrant
described in the Owner's Handboo
Warranty Information issued with y
vehicle. This brochure is intended
provide you with important informati
about resolving disputes that may arise between you ar
Hyundai regarding Hyundai's limited warranties.[1]

STEPS TO FOLLOW IN RESOLVING ANY WARRANTY COMPLAINTS:	
1.	*Try to resolve any warranty complaints directly with your dealer.*
2.	*Contact Hyundai's National Consumer Assistance Center at (800) 633-5151.*
3.	*Have your case reviewed through the procedures discussed in Section 4 of your Owner's Handbook & Warranty Information.*
4.	*Should you wish to pursue further action against Hyundai, contact NAF or AAA to initiate binding arbitration pursuant to the terms and conditions set forth in your Owner's Handbook & Warranty Information and your Owner's Manual. Please review the following pages for more information about binding arbitration.*

[1] Warranty complaints do not include claims for alleged personal injury.

O. (Optional) Service Contract (to whom paid) ~~N/A~~ $ ~~N/A~~ (O)

P. Prior Credit or Lease Balance paid by Seller to ~~N/A~~ $ ~~N/A~~ (P)
(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) ~~N/A~~ $ ~~N/A~~ (Q)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement $ ~~N/A~~ (R)

S. Other (to whom paid) ~~N/A~~ $ ~~N/A~~ (S)
For ~~N/A~~

1. **Total Cash Price** (A through S) $ 18114.81 (1)

2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ ~~246.00~~ (A)
   - B. Registration/Transfer/Titling Fees $ ~~20.00~~ (B)
   - C. California Tire Fees $ ~~8.75~~ (C)
   - D. Other ~~N/A~~ $ ~~N/A~~ (D)

   Total Official Fees (A through D) $ ~~274.75~~ (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ ~~N/A~~ (3)

4. ☐ **Smog Certification or** ☐ **Exemption Fee Paid to State** $ ~~N/A~~ (4)

5. **Subtotal** (1 through 4) $ 18389.56 (5)

6. **Total Downpayment**
   - A. Agreed Trade-in Value Yr ~~2005~~ Make ~~NISSAN TRU~~ $ ~~10000.00~~ (A)
     Model ~~MURANO~~ Odom 85898
     VIN ~~JN8AZ08TX5~~[redacted]
   - B. Less Prior Credit or Lease Balance $ ~~N/A~~ (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ ~~10000.00~~ (C)
   - D. Deferred Downpayment $ ~~N/A~~ (D)
   - E. Manufacturer's Rebate $ ~~1000.00~~ (E)
   - F. Other ~~HYUNDAI FINANCE REBATE~~ $ ~~1000.00~~ (F)
   - G. Cash $ ~~N/A~~ (G)

   Total Downpayment (C through G) $ ~~12000.00~~ (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. **Amount Financed** (5 less 6) $ 6389.56 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: ~~N/A~~
Amount $ ~~N/A~~ Finance Charge $ ~~N/A~~
Total $ ~~N/A~~ Payable in ~~N/A~~
installments of $ ~~N/A~~ $ ~~N/A~~
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

~~N/A~~

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back [redacted] Seller is unable to assign this contract to a financial institution will apply.
X [redacted] X ~~N/A~~
Buyer Co-Buyer

due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in yo[redacted]
You want to b[redacted]

X [redacted]
Date Buyer Signature Age

X ~~N/A~~
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term ~~N/A~~ Mos. ~~N/A~~
Name of Gap Contract

I want to buy a [redacted]

Buyer Signs X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company ~~JM&A FIDELITY~~
Term ~~120~~ Mos. or ~~100000~~ Miles
1L Company ~~N/A~~
Term ~~N/A~~ Mos. or ~~N/A~~ Miles
1M Company ~~N/A~~
Term ~~N/A~~ Mos. or ~~N/A~~ Miles
1N Company ~~N/A~~
Term ~~N/A~~ Mos. or ~~N/A~~ Miles
1O Company ~~N/A~~
Term [redacted] /A Miles
Buyer X [redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted]
Co-Buyer Signs X ~~N/A~~

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before ~~N/A~~, Year ______. SELLER'S INITIALS ______

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

[redacted]
CORONA CA [redacted]
RIVERSIDE

HYUNDAI INLAND EMPIRE
25072 REDLANDS BLVD
LOMA LINDA CA 92354
SAN BERNARDINO

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	HYUNDAI ACCENT	37	KMHCN3AC6AU[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 12000.00 is
2.90 %	$ 393.80 (e)	$ 6389.56	$ 6783.36 (e)	$ 18783.36 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of N/A	N/A	N/A
47 Payments	141.32	Monthly, Beginning 04/08/2011
Payments	N/A	Monthly, Beginning N/A
One Final Payment	141.32	DUE ON 03/08/2015

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 15520.00 (A)
     - 1. Cash Price Vehicle $ 15520.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 55.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. Sales Tax (on taxable items in A through H) $ 1362.81 (I)
   - J. Optional DMV Electronic Filing Fee $ N/A (J)
   - K. (Optional) Service Contract (to whom paid) JM&A FIDELITY $ 1177.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A Limits	Mos.	$ N/A
Property Damage $ N/A Limits	Mos.	$ N/A
Medical N/A	Mos.	$ N/A
N/A	Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not requi[redacted]o obtain credit.

Buyer X [redacted]
Co-Buyer X
Seller X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name
N/A
Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original

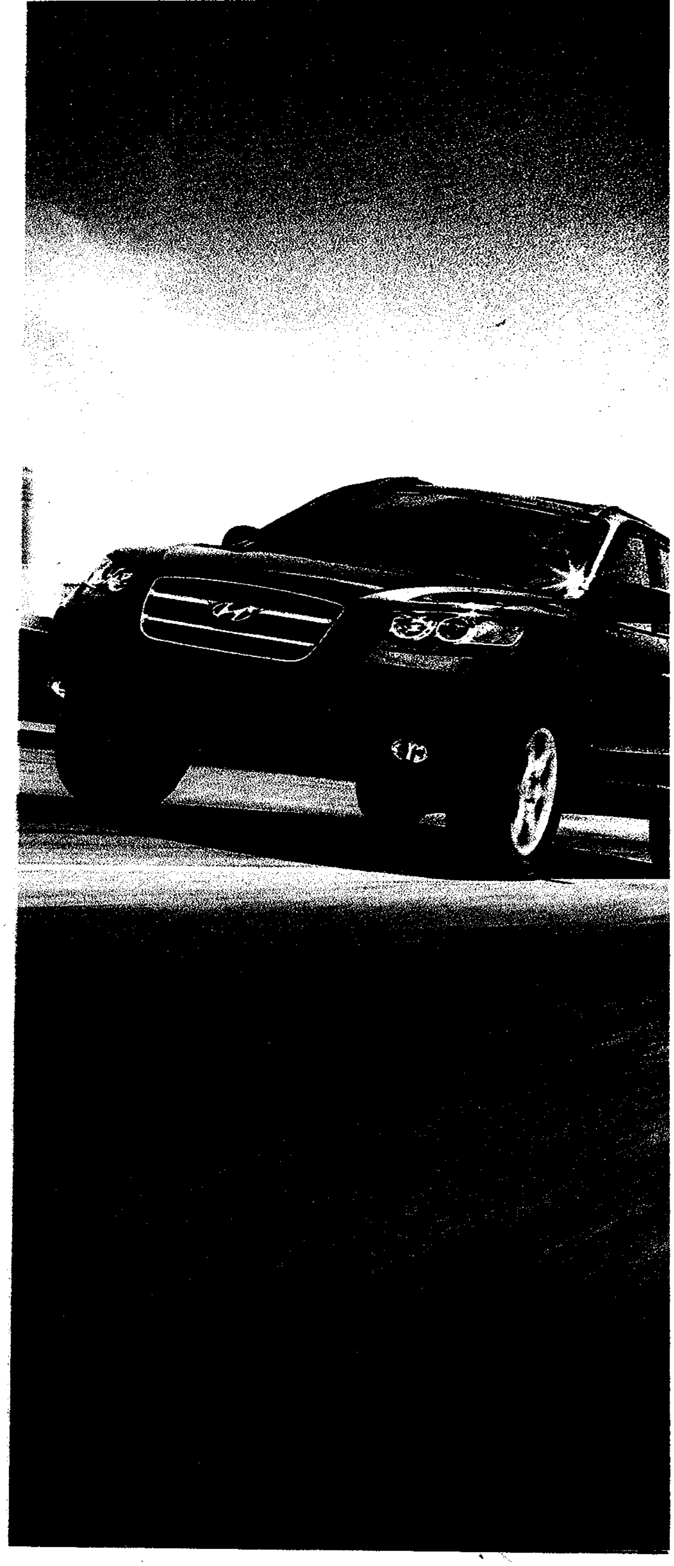
The five plans come with the following additional benefits to keep you moving:

Rental Car Coverage	Reimbursement up to $35 per day for up to 10 days.
Towing Coverage	Payment of up to $75 in towing charges per covered mechanical breakdown.
Travel Coverage	If you're more than 100 miles from home when you break down, we will pay up to $75 per day, up to $375 per occurrence, for food and lodging.
Fluids Coverage	Replacement of necessary fluids, oils, greases, lubricants, and approved air conditioner gases that must be replaced in conjunction with a covered repair.
Improved Resale	Each plan is fully transferable, making your car more appealing to potential buyers.
Financing	The cost of the selected plan may be included in the financing of your vehicle.
Optional Tire Coverage	For an additional fee, you can include coverage for the repair or replacement of a tire that is damaged by a road hazard such as debris on the road or potholes.*

*Not available in all states.

Ask your salesperson or finance manager for our Hyundai Protection Plan, and you'll be on your way to a carefree driving experience.

See Service Contract for Complete Details.



In addition to offering the same features of Powertrain, Silver, Gold, and Gold Plus, Platinum expands to cover almost all assemblies of your vehicle.

Platinum Exclusions

Under Platinum Coverage, the following parts are excluded:

Brake linings, brake drums and rotors, disc brake pads, standard transmission clutch components, air bags, solar powered devices, hinges, glass, lenses, sealed beams, body parts and/or panels, trim, moldings, door handles, lock cylinders, tires, wheels, batteries, light bulbs, upholstery, paint, bright metal, freeze plugs, heater and radiator hoses, exhaust system, shock absorbers, audio, security or other systems not factory installed, work such as front-end alignment or wheel balancing, constant velocity joint boots, safety restraint systems, cellular phones, electronic transmitting devices (except for those specifically listed under silver, gold, or gold plus coverage), radar detectors, appliances, near object avoidance systems and all laser radar cruise control components, vinyl and convertible tops.

Platinum Coverage gives you the "Ultimate Peace of Mind" protection.

[redacted]
CORONA, CA [redacted]
[redacted]

LIC #   VIN #
IN 11/05/11 12:51P   MILEAGE 19,813
DUE: 02:00PM 11/05 Call APPT: No

Store # 015032   INITIAL ESTIMATE   REG [redacted]   EPA#CAL00025

Description	Article Number	T#	Qty	Part	Labor	Extended Price	T

Flat rate charged per internal & Mitchell labor manuals
Time In: 12:51PM 11/05/2011   Parts Return: No
Cust Status: Call Appt: No Pay Type: Unspecified
Hub Cap Lock:
Accent SE
OE: P205/45R16 PSI 32
Torque 65-80

Summary	
Parts	2
Labor	1
ShopSupply	
Sub	3
Tax	
Total	4

Mounting Instructions
LF RF
LR SP RR

WOCalifornia 1

X [redacted]

Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in y
Firestone Complete Auto Care is not and will not be held responsible for missing or s

[redacted]

CORONA, CA [redacted]

[redacted]

4-1599 1.6L DOHC
LIC # VIN #
IN 11/05/11 12:51P MILEAGE 19,813
DUE: 02:00PM 11/05 Call APPT: No

Store # 015032 INITIAL ESTIMATE REG# [redacted] EPA#CAL000258935

Description	Article Number	T#	Qty	Part	Labor	Extended Price	Job Total
LIFETIME WHEEL BALANCE AND TIRE ROTATION (All 4)							27.98
Symptom:-							
KUHMO SOLUS KH16							
TIRE ROTATION - NO CHARGE	007001119		1		N/C	N/C	
LIFETIME WHEEL BALANCE LABOR	037025186		2		10.00	20.00	
LIFETIME WHEEL BALANCE PARTS	7006038		2	3.99		7.98	
Rotate the vehicle's tires to a new location on the vehicle using accepted trade standards regarding vehicle and tire type/ check one wheel balance							
Computer spin balance each tire / wheel assembly							
FALKEN TIRE PACKAGE							268.04
28922690 ZIEX 912 BL 205/45R16 87V	115201		2	91.99		183.98	
40,000 Mile Limited Warranty							
DOT#____	DOT#____						
DISPOSAL FEE/CA RECYCLE FEE	007046655		2		1.75	3.50	
LIFETIME NEW TIRE WHEEL BAL-PARTS	7025194		2	2.99		5.98	
LIFETIME NEW TIRE WHEEL BAL - LABOR	007001725		2		12.00	24.00	
TPMS VALVE SERVICE KIT LABOR	027008190		2		2.99	5.98	
1100K TPMS KIT 6-111	7007580		2	5.00		10.00	
7097782 ROAD HAZARD PROTECTION	7097782		2	13.80		27.60	
SCRAP TIRE RECYCLING CHARGE	007075078		2		3.50	7.00	
TIRE INSTALLATION	047015016		2		N/C	N/C	
ALIGNMENT SERVICE							89.99
Symptom:-							
ALIGNMENT SERVICE	127004578		1		89.99	89.99	
Inspect steering and suspension system including tire condition/ balance check one tire and air pressure check							
Print out final alignment readings to verify alignment is within specifications							
Road test vehicle before servicing							
Road test vehicle before and after completing the alignment							
Put vehicle on alignment rack, mount and compensate sensors, and print out the initial alignment readings							
Align all four wheels, using adjustments provided by manufacturer, to manufacturer's specification when applicable							
COURTESY CHECK							0.00
COURTESY CHECK	017046930		1		N/C	N/C	
CC - See reverse side of invoice for details of the Courtesy Check							

ORDER NOTES

SAVE TIRES

Mounting Instructions

LF RF

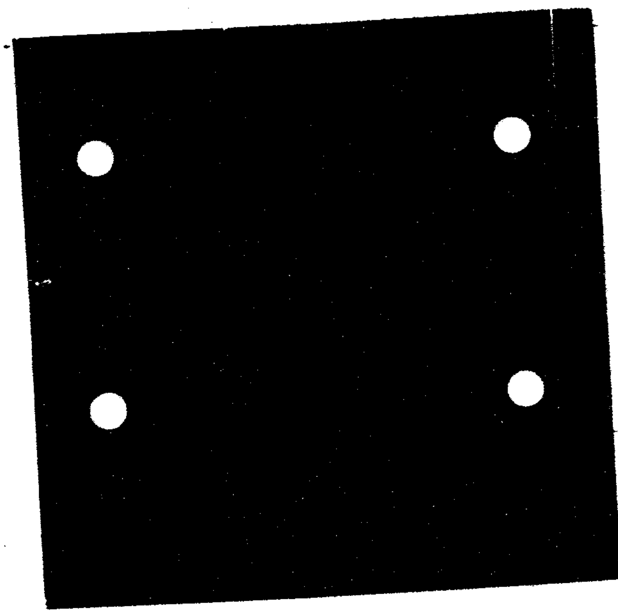
LR SP RR

WOCalifornia 100507

I ACKNOWLEDGE THAT I HAVE REVIEWED THIS DOCUMENT OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED, PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS DOCUMENT.

X

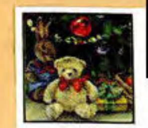
Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in your vehicle.
Firestone Complete Auto Care is not and will not be held responsible for missing or stolen items.



Kristopher Cranfill
Sales Consultant

HYUNDAI
Drive your way

Hyundai Inland Empire
25072 Redlands Boulevard, Loma Linda, CA 92354
TEL: 909-796-1600 FAX: 909-799-9595
E-mail: kcranfill@ieHyundai.com



[redacted]
Corona CA [redacted]

$1.48 US POSTAGE FIRST-CLASS

U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation NVS-210
1200 New Jersey Ave. SE
Washington, D.C. 20077-9382