 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received AUG 31 2012 01-AUG-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10468830</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code	Same		
SALT LAKE CITY	UT				
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
17 digit vehicle Identification Number located at bottom of windshield on driver's side		Make	Model	Model Year	
5NPET46C18F		HYUNDAI	SONATA G4S SDN	2008	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2/25/08	Riverton Hyundai		No: Cylinders 4		
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
	Salt Lake City	UT			
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input checked="" type="checkbox"/> Cruise Control			20 JUL-2012 24	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed	
			30000	60	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
<p>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; ie, parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2008 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE VEHICLE ACCELERATED ON ITS OWN. THE CONTACT ATTEMPTED TO SHIFT GEARS, BUT THE VEHICLE WOULD NOT SHIFT GEARS. THE CONTACT THEN HAD TO APPLY THE BRAKES TO STOP THE VEHICLE, THE VEHICLE WAS TOWED TO A DEALER FOR A DIAGNOSIS. THE DEALER WAS UNABLE TO DIAGNOSE A FAILURE. THE MANUFACTURER REFUSED TO LOOK INTO THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 30,000.</p> <p>District service (Mike) drove car & states he couldn't recreate the failure. They replaced no parts. claimed the computer shows no problem code. (I think they cleared it somehow & lied. They told me 3 times that my floor mat caused it. Cruise control was NOT on either. (see statement typed)</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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.</p>					

To whom it may concern;

Already emailed to you...

I am writing this email as my husband [REDACTED] contacted you on 7/25/2012 to file a complaint and someone there stated that I needed to write and tell the story of what happened to me in my 2008 Hyundai Sonata on Tuesday 7/24/2012.

First of all let me say they for the 4+ years I have owned my car it has been reliable and pretty good to drive. I have had to issues with it and have taken it in to the dealership several times for them to look at it just to make sure the issues are nothing dangerous or would cause other problems further down the line. Ever since I bought the car there has been a noise in the back end on the passengers side when you turn sharply or go over a bump. Like a thump or creak is how I would describe it. Also, when you push on the gas after driving and breaking it hesitates to move like it is not getting any gas for a brief second. All the times I have taken the car in the service people at Utah's Riverton Hyundai have told me they couldn't find anything wrong; that I would just have to live with it. As I still have like 1 1/2 years to pay on my car and I bought an extra 5 year warranty (so I have like 6 years left on that warranty I have not sold or traded the car in up until this point.

What occurred at 9:30 p.m. on Tuesday 7/24/2012 was absolutely the most terrifying thing that has ever happened to me in my 49 years of life. (And believe me I have been through a great many accidents (only one was my fault) surgeries etc and am still breathing. So comparatively this was WAY WORSE! I had just entered the 201 (2100 S) freeway at Redwood Rd and 21st south....got up to speed at between 60-65 miles per hour. I was approaching the clover leaf on ramp to enter I-215 so I hit my brake slightly in order to slow down to move over into that lane. There were no cars around me. Suddenly I heard a roar and my gas pedal went down all by itself (like when you have the cruise control on...hit your brake and then hit the resume and it goes by itself back up to your cruising speed that you had set it at.) my car sped up extremely fast and I applied the brake but it would not work! (I had not used the cruise control by the way...had not used it since early June when we traveled to Colorado.) I quickly made the decision not to go onto I-215 so I moved back over and continued on the 201 freeway. I could not believe what was happening....my car was going extremely fast like 80-90 miles per hour I think if my memory serves me. My mind was racing to....thinking what to do because the brakes were not working. I looked down to make sure that my floor mat was in place and it was (I have the rubber Hyundai floor mat and it was clicked into place so it was not anywhere near my accelerator pedal.) Meanwhile I continued to pound on my brakes and they would not work. I tried shifting in to neutral and it was frozen in Drive for some reason. I eventually turning the key blindly thinking I could make it stop without putting it in neutral or park. Of course that did not work. So I continue to pound on my brakes which by that time were smoking hot...I did that for a while. When I was literally at the point of looking around trying to figure out where and how to crash my car with the least damage to me or anyone else... all of a sudden I heard a big "pop" in the engine and the car started to slow down....so I pulled over to the side of the freeway. The brake seemed to be somewhat working now but when I took my foot off it was still revving really fast so I quickly decided to get off the 201 freeway....no cars were around me so I went off doing about 40 mph did a U turn going very fast so as to not head East and end up back on an East-bound freeway. I kept pounding my breaks and praying no cars would be in my way....as I pulled in to the Maverick parking lot all of a sudden the brakes finally really started working and I was able to stop the car about 2" from the curb.

I called my husband who did not answer. Called him several times and then tried calling my brother and son and no one picked up. (In hindsight I should have called the police and didn't because i was just to shaken up...I could hardly speak.) I finally got ahold of my husband and he came and we called a tow truck...I had tons of brake dust all over the new tires I had just bought. (also we had to pay for that tow with our credit card as we knew that the Hyundai dealership was not open for it to be towed there that night. I showed [REDACTED] inside my car and that the floor mat was clicked into place. Got the car home. My husband had to work the next morning and I missed work using my vacation time to do so. He called Hyundai for me as I was just really upset. The first thing the repair guy at Hyundai said to him was that it was probably my floor mat that caused it. My husband told them that I had checked that and it was no where near my gas pedal. (and that is absolutely physically impossible for that to happen anyway. They told him to bring the car in. [REDACTED] was already at work as he works 6 a.m. -3:00 p.m. (as he could not take off because his coworker had also called in sick.) I called a tow truck through the Hyundai road side assistance #. Went out to make sure that there was gas in [REDACTED] truck and it would not start. So i had to call him to come clear home and take me to Hyundai. The tow driver delivered the car. We went in and Tyler would not even allow me to speak and tell him exactly what happened he just took the car keys and said he would call us when it was done. My husband had to go back to work so the dealership shuttle took me back home. Later that afternoon Tyler called and said they drove my car for 5 miles on the freeway and "could not recreate the problem." He then insulted me even further by proceeding to tell me that my floor mat had been loose and caused it. I told him that that was the first thing I checked as it was happening....my floor mat was clicked in. It was still clicked in after the accident. No one drove the car again until those guys at Hyundai drove it. I even checked it again that morning before the tow truck driver took it. IT WAS STILL CLICKED IN! So I was extremely angry after all of this and used some choice words with Tyler as they were obviously lying to me! Tyler then told me to come get my car. So [REDACTED] got off work had to drive clear home from 90th S and 5th W yet again that day and drive me back to the dealership on 106 S. State St. We walked in and Tyler saw us....and would not even look me in the eye when I told him I still have questions. He tried to just hand me the keys and the work order/receipt and tried to just dismiss us. I motioned to him to come out to my car he did. I asked him to show me how that mat could have caused this. He unclicked it and said the lip can go up over the gas pedal. I asked him how as I was already on the freeway and had been using the gas pedal....not to mention that mat does not weigh enough to make a car go 80-90 mph. That is a complete mechanical impossibility! And if that even could have been the case I would have seen it taken it off and then my break should have worked and it did not. That car had the computer running it all by itself....my foot was not even on the gas when it started happening as I stated above.

So to sum up....I am without a car until someone does something and fixes it...I need my car to get to work and I also transport my granddaughters frequently and need my car to be safe especially with them in it. We are out the cost of the towing and my full day of work (almost \$200.00) and my husband had to take some time off to. I am scheduled for vacation time on Monday/Tuesday of this next week as it is my birthday and I had some very important things to do those days out of town that now had to be cancelled because of this. No rental car was offered to me and I need one. The stress i am feeling now is very bad....PTSD...I had to drive the car home with my husband following me and when a very loud motorcycle roared up next to me from behind I thought it was my car roaring and speeding up on me again for a split second...not good. I am a very tough person but this is affecting me greatly. I am just glad it was very light traffic that night and that I was on the freeway...had it been on a road most definitely me and someone else (or many others would have been hurt/killed. Also I am very blessed that my granddaughters were not with me as it would have been impossible to keep calm as they would have been screaming. Also that it was not snowing because what I did would have been impossible in snow.

I have alerted my 2 neighbors who have 2009 Hyundai Sonatas that this has happened and my niece who just bought a 2012 Sonata. I realize that this problem (what ever it is-a stuck cruise control arm?) is not only happening with Toyotas and now Hyundai's but someone my husband knows bought a new Chev Blazer and it happened to him so even American made ones are having problems. And today on Good Morning America i saw that they are recalling Ford Escapes from 2001-2004 for this same problem happening....terrifying! Not only for that person who it happens to but just thinking that many cars may be out on the road and be ticking timebombs that can go off like mine did at any second and injure or kill other innocent people on the roads. For sure the 3 products that most affect the life and well-being of humans are now....what doctors, air craft mechanics and car manufactureres/mechanics do or don't do. You all literally take people's lives into your hands.

So I need this investigation completed as soon as possible; and I need the dealership to give me a loaner car or something as i did not cause this nor should I have to suffer anymore because of shoddy workmanship. I am certain that computers in cars have records just like my computer with the state has....someone can get in there and tell that I am telling the truth! (Like a black box on an airplane.) The dealership people were either just too lazy, don't

know how to get in there or are doing something criminal and were told to treat cases such as these this way. My phone # is [REDACTED] if someone wishes to call me. I will be off work until Wednesday 8/1/2012.

RIVERTON HYUNDAI SUZUKI
10736 SO. STATE ST
SANDY UT 84070
(801)984-1926

CUSTOMER #: N/A
DEAL #: 18686
PERMIT #:

DATE OF SALE:

PURCHASER'S NAME: [REDACTED]
STREET ADDRESS: [REDACTED]
CITY: MURRAY COUNTY: SALT LAKE STATE: UT ZIP CODE: [REDACTED]
RES. PHONE: [REDACTED] BUS. PHONE: [REDACTED]

Purchaser and Co-Purchaser(s), if any, (hereafter referred to as "Purchaser") hereby agree to purchase the following vehicle from Seller/Dealer (hereafter referred to as "Seller"), subject to all terms, conditions, warranties and agreements contained herein, including those printed on the reverse side hereof.

NEW	USED	DEMO	YEAR	MAKE	SERIES	BODY TYPE	CYL	COLOR
X			2008	HYUNDAI	SUNATA	SUNATA GLS		DEEPWATER BLUE
V.I.N.			ODOMETER		STOCK NO.	DEL. DATE	SALESPERSON	
[REDACTED]			[REDACTED]		[REDACTED]	02/26/2008	SHANE P JOHNSON	

PURCHASE PRICE AND OTHER SUMS DUE

1. CASH PRICE OF VEHICLE	20853.00
2. ACCESSORIES/OPTIONS	N/A
3.	N/A
4.	N/A
5.	N/A
6. TOTAL CASH PRICE (add lines 1-5)	20853.00
7. MFR. REBATE \$	
8. PORTION/REBATE APPLIED TO PURCHASE	(2000.00)
9. SUBTOTAL (lines 6 minus 8)	18853.00

THIS SECTION FOR SELLER'S USE ONLY PERTAINING TO TRADE-IN

Title (if not, explain):

REGISTRATION	POWER OF ATTORNEY	ODOMETER STATEMENT	TRADE-IN APPRAISAL	AUTHORIZATION FOR PAYOFF	MANUFACTURED OUT OF COUNTRY
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRADE-IN AND/OR OTHER CREDITS

YEAR/MAKE	ODOMETER
SERIES	BODY TYPE
V.I.N.	
*BALANCE OWED ON TRADE-IN:	N/A
BALANCE OWED TO ADDRESS:	
PAYOFF VERIFIED BY:	GOOD UNTIL:
DATE OF VERIFICATION	ACC.#:

NOTICE ONLY TO BUYERS OF USED VEHICLES

The information you see on the window form [Buyer's Guide] for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

I HAVE RECEIVED A COPY OF THE FTC BUYERS GUIDE.

***WARRANTY AS TO BALANCE OWED ON TRADED-IN VEHICLE:**
Purchaser warrants that he/she has given Seller a true pay-off amount on any vehicle traded in, and that if it is not correct and is greater than the amount shown above, Purchaser will pay the excess to Seller on demand.

10. TRADE-IN ALLOWANCE	N/A
11. BALANCE OWED ON TRADE-IN*	N/A
12. NET ALLOWANCE ON TRADE-IN (line 10 minus line 11)	N/A
13. DEPOSIT/CASH DOWN PAYMENT (omit amt. line 8)	3000.00
14. TOTAL CREDITS (total lines 12 & 13)	3000.00
15. SUBTOTAL FROM LINE 9	18853.00
16. SERVICE CONTRACT	1295.00
17. DEALER DOCUMENTARY SERVICE FEE	295.00
18.	193.00
19. SUBTOTAL TAXABLE ITEMS (total lines 15-18)	20836.00
20. TRADE ALLOWANCE** (line 10)	N/A
21. NET TAXABLE AMOUNT (line 19 minus line 20)	20836.00
22. UTAH SALES/USE TAX ON TAXABLE AMOUNT*	1401.06
23. LICENSE AND REGISTRATION FEES	201.75
24. FEES: AGE BASED/PROPERTY ASSESSMENT	N/A
25. STATE INSPECTION/EMISSIONS TEST	N/A
26. STATE WASTE TIRE RECYCLING FEE	5.00
27.	N/A
28.	N/A
29. TOTAL OF ALL ITEMS ABOVE (lines 19, 22-28)	22305.81
30. TOTAL CREDITS (line 14)	(3000.00)
31. BALANCE DUE (total line 29 minus 30)	19305.81

DAY: 24 MONTH: FEB YEAR: 08

FINANCING DISCLOSURE

INSTRUCTION: One of the two following disclosures, either "A" or "B", must be acknowledged. Purchaser agrees to be responsible for financing, or if this is a cash-only or cash-plus-trade-in only transaction, the Purchaser must sign disclosure "A". If Seller agrees to arrange for financing, then both Seller and Purchaser must sign disclosure "B". BY SIGNING, PURCHASER AFFIRMS THAT HE/SHE HAS READ THE DISCLOSURE AND AGREES THERETO. IF SIGNING DISCLOSURE "B", DO NOT SIGN UNTIL ALL BLANKS HAVE BEEN FILLED IN. PURCHASER ACKNOWLEDGES THAT THE TERMS SET FORTH BELOW ("A") AND ("B") ARE STATE CODE MANDATED AND ARE NOT TO BE CONSTRUED AS CONTRACTUAL TERMS BETWEEN THE SELLER AND PURCHASER.

PURCHASER AGREES TO ARRANGE FINANCING

"A" THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT ACKNOWLEDGES THAT THE SELLER OF THE MOTOR VEHICLE HAS MADE NO PROMISES, WARRANTIES, OR REPRESENTATIONS REGARDING SELLER'S ABILITY TO OBTAIN FINANCING FOR THE PURCHASE OF THE MOTOR VEHICLE. FURTHERMORE, PURCHASER UNDERSTANDS THAT IF FINANCING IS NECESSARY IN ORDER FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THIS CONTRACT ALL THE FINANCING ARRANGEMENTS ARE THE SOLE RESPONSIBILITY OF THE PURCHASER.

SELLER AGREES TO SEEK ARRANGEMENTS FOR FINANCING

"B" THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT HAS EXECUTED THE CONTRACT IN RELIANCE UPON THE SELLER'S REPRESENTATION THAT SELLER CAN PROVIDE FINANCING ARRANGEMENTS FOR THE PURCHASE OF THE MOTOR VEHICLE. THE PRIMARY TERMS OF THE FINANCING ARE AS FOLLOWS:

INTEREST RATE BETWEEN 6.79% AND 6.79% PER ANNUM. TERM BETWEEN 72 MONTHS AND 72 MONTHS. MONTHLY PAYMENTS BETWEEN \$ 328.13 PER MONTH AND \$ 328.13 PER MONTH BASED ON A DOWN PAYMENT OF \$ 3000.00

IF SELLER IS NOT ABLE TO ARRANGE FINANCING WITHIN THE TERMS DISCLOSED, THEN SELLER MUST, WITHIN SEVEN (7) ENDAR DAYS OF THE DATE OF SALE, MAIL NOTICE TO THE PURCHASER THAT HE/SHE HAS NOT BEEN ABLE TO ARRANGE FINANCING. PURCHASER THEN HAS 14 DAYS FROM THE DATE OF SALE TO ELECT, IF PURCHASER CHOOSES, TO RESCIND THE CONTRACT OF SALE, PURSUANT TO SECTION 41-3-401.

IN ORDER TO RESCIND THE CONTRACT OF SALE, THE PURCHASER SHALL:

- (1) RETURN TO SELLER THE MOTOR VEHICLE PURCHASED;
- (2) PAY THE SELLER AN AMOUNT EQUAL TO THE CURRENT STANDARD MILEAGE RATE FOR THE COST OF OPERATING A MOTOR VEHICLE ESTABLISHED BY THE FEDERAL INTERNAL REVENUE SERVICE FOR EACH MILE THE MOTOR VEHICLE HAS BEEN DRIVEN; AND
- (3) COMPENSATE SELLER FOR ANY PHYSICAL DAMAGE TO THE MOTOR VEHICLE.

IN RETURN, SELLER SHALL GIVE BACK TO THE PURCHASER ALL PAYMENTS OR OTHER CONSIDERATION PAID BY THE PURCHASER, INCLUDING ANY DOWN PAYMENT AND ANY MOTOR VEHICLE TRADED IN. IF THE TRADE-IN HAS BEEN SOLD OR OTHERWISE DISPOSED OF BEFORE THE PURCHASER RESCINDS THE TRANSACTION, THEN THE SELLER SHALL RETURN TO THE PURCHASER A SUM EQUIVALENT TO THE ALLOWANCE TOWARD THE PURCHASE PRICE GIVEN BY THE SELLER FOR THE TRADE-IN, AS NOTED IN THE DOCUMENT OF SALE.

IF PURCHASER DOES NOT ELECT TO RESCIND THE CONTRACT OF SALE AS PROVIDED IN SUBSECTION (2)(b) OF THIS FORM, (a) THE PURCHASER IS RESPONSIBLE FOR ADHERENCE TO THE TERMS AND CONDITIONS OF THE CONTRACT OR RISKS BEING FOUND IN DEFAULT OF THE TERMS AND CONDITIONS; (b) THE TERMS AND CONDITIONS OF THE DISCLOSURES SET FORTH IN SECTION (1) OF THIS FORM ARE NOT BINDING ON THE SELLER; AND (c) IF FINANCING IS NECESSARY FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THE CONTRACT OF SALE, THE PURCHASER IS SOLELY RESPONSIBLE FOR MAKING ALL THE FINANCING ARRANGEMENTS.

SIGNING THIS DISCLOSURE DOES NOT PROHIBIT THE PURCHASER FROM SEEKING HIS/HER OWN FINANCING. THE DEALERSHIP MAY OR MAY NOT RECEIVE INCOME FOR ARRANGING FINANCING.

SIGNATURE OF PURCHASER: [REDACTED]

SIGNATURE OF SELLER: [REDACTED]

OTHER TERMS AGREED TO: NONE AS FOLLOWS



CANCELLATION REQUEST

ORIGINAL MUST BE RETURNED FOR PROCESSING

Year	Make	Model	Vehicle Identification Number	Mileage at Issue	Mileage Today
2008	Hyundai	Sonata	5N1P1ETK4G1C1181H [REDACTED]	8	30840
Contract Number		Issue Date	Cancellation Date	Contract Date	
36056478		02/25/08	8/10/12		
Dealer Name			Contract Holder		
Riverston Hyundai			[REDACTED]		
Address			Address		
10835 S Automall Dr			[REDACTED]		
City, State, Zip			City, State, Zip		
Sandy UT 84070			Murray UT [REDACTED]		
Reason for Cancellation			Home Phone #	Business Phone #	
traded			[REDACTED]	[REDACTED]	
Lienholder				Loan Number	
none					
Address			City, State, Zip		

Giving me back on \$800⁰⁰ of the \$1295⁰⁰ I payed for my 5 year warranty (would have been in effect Feb 2014 on...)

Lost \$495⁰⁰ in value

Mail To: National Auto Care Corporation
 Attention: Cancellation Department
 575 Westar Crossing
 Westerville, Ohio 43082-7800

To: (614)438-7423

You must enclose a Federal Odometer Statement or Notarized Affidavit if you are requesting a refund.

[Signature] Date 8/15/12
 Contract Holder's Signature
 [Signature] Date
 Signature of Issuing Dealer

SELLER/DEALER:

MOTOR VEHICLE CONTRACT OF SALE

DATE OF SALE:

PURCHASER'S NAME

STREET ADDRESS

CITY

COUNTY

STATE

ZIP CODE

PHONE

** Retail Trade \$10,000 - \$12,000.
I got \$4735.63 trade in*

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NEW	USED	DEMO	YEAR	MAKE	SERIES	BODY TYPE	CYL	COLOR
VIN			ODOMETER		STOCK NO.		DEL. DATE	

PURCHASE PRICE AND OTHER SUMS DUE	
1. CASH PRICE OF VEHICLE	
2. ACCESSORIES/OPTIONS	
3.	
4.	
5.	
6. TOTAL CASH PRICE (add lines 1-5)	
7. MFR. REBATE \$	
8. PORTION/REBATE APPLIED TO PURCHASE	
9. SUBTOTAL (lines 6 minus 8)	

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOTICE ONLY TO BUYERS OF USED VEHICLES

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I HAVE RECEIVED A COPY OF THE FTC BUYERS GUIDE.

X

TRADE-IN AND/OR OTHER CREDITS	
YEAR/MAKE	ODOMETER
SERIES	BODY TYPE
VIN	
*BALANCE OWED ON TRADE-IN	
BALANCE OWED TO:	
ADDRESS:	
PAYOFF	GOOD
VERIFIED BY:	UNTIL
DATE OF VERIFICATION	ACC.#

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SIGNATURE OF PURCHASER

SELLER AGREES TO SEEK ARRANGEMENTS FOR FINANCING

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11. BALANCE OWED ON TRADE-IN*	
12. NET ALLOWANCE ON TRADE-IN (line 10 minus line 11)	
13. DEPOSIT/CASH DOWN PAYMENT (your amt. line 8)	
14. TOTAL CREDITS (total lines 12 & 13)	
15. SUBTOTAL FROM LINE 9	
16. SERVICE CONTRACT	
17. DEALER DOCUMENTARY SERVICE FEE	
18. HCP	
19. SUBTOTAL-TAXABLE ITEMS (total lines 15-18)	
20. TRADE ALLOWANCE ** (line 10)	** if lease, no tax credit
21. NET TAXABLE AMOUNT (line 19 minus line 20) \$	
22. UTAH SALES/USE TAX ON "TAXABLE AMOUNT"	
23. UTAH LICENSE AND REGISTRATION FEES	
24. UTAH AGE BASED/PROPERTY ASSESSMENT FEES	
25. UTAH INSPECTION/EMISSIONS TEST FEE	
26. UTAH WASTE TIRE RECYCLING FEE	
27.	
28.	
29. TOTAL OF ALL ITEMS ABOVE (lines 19, 22-28)	
30. TOTAL CREDITS (line 14)	
31. BALANCE DUE (total line 29 minus 30)	

INTEREST RATE BETWEEN % AND % PER ANNUM, TERM BETWEEN MONTHS AND MONTHS. MONTHLY PAYMENTS BETWEEN \$ PER MONTH AND \$ PER MONTH BASED ON A DOWN PAYMENT OF \$

(2) IF SELLER IS NOT ABLE TO ARRANGE FINANCING WITHIN THE TERMS DISCLOSED, THEN SELLER MUST, WITHIN SEVEN CALENDAR DAYS OF THE DATE OF SALE, MAIL NOTICE TO THE PURCHASER THAT HE HAS NOT BEEN ABLE TO ARRANGE FINANCING.

(3) PURCHASER THEN HAS 14 DAYS FROM THE DATE OF SALE TO ELECT, IF PURCHASER CHOOSES, TO RESCIND THE CONTRACT OF SALE PURSUANT TO UTAH CODE ANN. SECTION 41-3-403.

(4) IN ORDER TO RESCIND THE CONTRACT OF SALE, THE PURCHASER SHALL:

(a) RETURN TO SELLER THE MOTOR VEHICLE HE PURCHASED.

(b) PAY THE SELLER AN AMOUNT EQUAL TO THE CURRENT STANDARD MILEAGE RATE FOR THE COST OF OPERATING A MOTOR VEHICLE ESTABLISHED BY THE FEDERAL INTERNAL REVENUE SERVICE FOR EACH MILE THE MOTOR VEHICLE HAS BEEN DRIVEN; AND

(c) COMPENSATE SELLER FOR ANY PHYSICAL DAMAGE TO THE MOTOR VEHICLE.

(5) IN RETURN, SELLER SHALL GIVE BACK TO THE PURCHASER ALL PAYMENTS OR OTHER CONSIDERATION PAID BY THE PURCHASER, INCLUDING ANY DOWN PAYMENT AND ANY MOTOR VEHICLE TRADED IN.

(6) IF THE TRADE-IN HAS BEEN SOLD OR OTHERWISE DISPOSED OF BEFORE THE PURCHASER RESCINDS THE TRANSACTION, THEN THE SELLER SHALL RETURN TO THE PURCHASER A SUM EQUIVALENT TO THE ALLOWANCE TOWARD THE PURCHASE PRICE GIVEN BY THE SELLER FOR THE TRADE-IN, AS NOTED IN THE DOCUMENT OF SALE.

(7) IF PURCHASER DOES NOT ELECT TO RESCIND THE CONTRACT OF SALE AS PROVIDED IN SUBSECTION (2)(b) OF THIS FORM:

(a) THE PURCHASER IS RESPONSIBLE FOR ADHERENCE TO THE TERMS AND CONDITIONS OF THE CONTRACT OR RISKS BEING FOUND IN DEFAULT OF THE TERMS AND CONDITIONS.

(b) IF THE TERMS AND CONDITIONS OF THE DISCLOSURES SET FORTH IN SECTION (1) OF THIS FORM ARE NOT BINDING ON THE SELLER; AND

(c) IF FINANCING IS NECESSARY FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THE CONTRACT OF SALE, THE PURCHASER IS SOLELY RESPONSIBLE FOR MAKING ALL THE FINANCING ARRANGEMENTS.

(8) SIGNING THIS DISCLOSURE DOES NOT PROHIBIT THE PURCHASER FROM SEEKING HIS OWN FINANCING.

SIGNATURE OF PURCHASER

SIGNATURE OF SELLER

OTHER TERMS AGREED TO: NONE AS FOLLOWS

RIVERTON



10835 SOUTH AUTOMALL DR. - SANDY, UT 84070
(801) 208-2760 or (801) 208-2700

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. - Saturday

R/O Open Date	R/O Number
7/25/12	3044471/1
R/O Close Date	Status
7/25/12	Pre-Invoice
Mileage In	Mileage Out
30573	30578
Service Advisor / Tag #	
TYLER JONES/7510	

MURRAY, UT		Work Phone	Vehicle Identification Number	
		Home Phone	5NPET46C18H	
Year	Make	Model	Body	Color
2008	HYUNDAI	SONATA	SONATA GLS	DEEPWATER
08098				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - HELEC: ELECTRICAL REPAIR CUSTOMER STATES THE ACCELERATOR PEDAL STUCK AND TH EN HEARD SOMETHING POP. THE VEHICLE THEN SLOWED DO WN Caused by PEDAL NOT STICKING AT THIS TIME. WINTER FLOOR MAT WAS PUSHED FORWARD AND OUT OF RETAINING CLIP. NO D TC SEE PRINT OUT Work performed by BRYAN MILLER (90)</p>	Internal
<p>#2 - HMULTI: MULTIPOINT INSPECTION INSPECT BRAKES. THEY WERE VERY HAT AFTER INCIDENT HAPPENED. Caused by FRONT 6/32 REAR 7/32 Work performed by BRYAN MILLER (90)</p>	Internal
<p>#3 * HCDW: CUSTOMER DECLINED WORK VEHICLE IS DUE FOR 30K SERVICE 489.95 PLUS TAX ***** * RIVERTON HYUNDAI, SUZUKI, MITSUBISHI OIL CHANGE * * SPECIAL \$32.95 (UP TO 5-QUART SYSTEM) * * SPECIALITY OIL EXTRA * *****</p>	
Total Fees Amount	

<p>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 sireets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the 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.</p>	<table border="1"> <tr><td>LABOR</td><td>.00</td></tr> <tr><td>PARTS</td><td>.00</td></tr> <tr><td>DEDUCTIBLE</td><td>.00</td></tr> <tr><td>SUBLET</td><td>.00</td></tr> <tr><td>SHOP SUPPLIES</td><td>.00</td></tr> <tr><td>HAZARDOUS MATERIALS</td><td>.00</td></tr> <tr><td>SALES TAX OR TAX I.D.</td><td>.00</td></tr> <tr><td>SPECIAL ORDER DEPOSIT</td><td>.00</td></tr> <tr><td>DISCOUNTS</td><td>.00</td></tr> <tr><td>TOTAL DUE</td><td>.00</td></tr> </table>	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
LABOR	.00																				
PARTS	.00																				
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SUBLET	.00																				
SHOP SUPPLIES	.00																				
HAZARDOUS MATERIALS	.00																				
SALES TAX OR TAX I.D.	.00																				
SPECIAL ORDER DEPOSIT	.00																				
DISCOUNTS	.00																				
TOTAL DUE	.00																				

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.
X

RIVERTON



10835 SOUTH AUTOMALL DR. - SANDY, UT 84070
(801) 208-2760 or (801) 208-2700

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m.-Saturday

R/O Open Date	R/O Number
8/02/12	3044880/1
R/O Close Date	Status
8/03/12	Pre-Invoice
Mileage In	Mileage Out
30590	30814
Service Advisor / Tag #	
TYLER JONES/7682	
Vehicle Identification Number	
5NPET46C18H	
Delivery Date	In-Service Date
2/25/08	2/25/08
Color	License Number
DEEPWATER	

[REDACTED]		Work Phone	[REDACTED]
MURRAY, UT		Home Phone	[REDACTED]
Year	Make	Model	
2008	HYUNDAI	SONATA	SONATA GLS
08098			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - HELEC: ELECTRICAL REPAIR CUSTOMER STATES THAT THE ACCELERATOR STICKS, CUSTOMER WAS DRIVING 25-30MPH. TAPPED THE BRAKES TO SLOW DOWN AND VEHICLE REVVED TO 40 MPH WHEN LET OFF BRAKES VEHICLE REVVED UP TO 85 MPH. WOULD NOT SLOW DOWN POP NOISE IN ENGINE THEN STOPD Work performed by HOUSE TECH (888) HYUNDAI DPSM DROVE VEHICLE 224 MILES NO PROBLEM FOUND AT THIS TIME. HYUNDAI WILL BE IN CONTACT WITH THE CUSTOMER</p>	Internal
<p>#2 - HELEC: ELECTRICAL REPAIR BRAKES WAS HOT 25 MINUTES LATER. AND BRAKES DID NOT WORK AFTER Work performed by HOUSE TECH (888) HYUNDAI TO BE IN CONTACT WITH CUSTOMER</p>	Internal

* RIVERTON HYUNDAI, SUZUKI, MITSUBISHI OIL CHANGE *	
* SPECIAL \$32.95 (UP TO 5-QUART SYSTEM) *	
* SPECIALITY OIL EXTRA *	

Total Fees Amount	

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 the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the 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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



VIN	5NPET46G18	Vehicle	SONATA(NF)
Maker	Hyundai Motor Company	Engine Type	G-2.4 DOHC
Model Year	2008	Date Time	08/02/2012 17:40:34
System	Engine/Engine Control	Content Version	NH-01-13-1-13-07
Software Version	NH-01-13-1-13-07	VCJ Version	98
ECU Version	NH-01-13-1-13-07		

VCI: WLAN On VMI: Off Internet: Off

GDS Preparation **Diagnosis** Vehicle SW Management Repair

Vehicle: SONATA(NF)/2008/G 2.4 DOHC System: Engine/Engine Control

Diagnosis
Basic Inspection
DTC Analysis
Data Analysis
Flight Record
CARB OBD-II

Select a DTC code to view its relative information

DTC

Erase All DTC Freeze Frame DTC Status Erase Selective DTC Hist/Pend DTC

Current DTC	Description	State
No DTC present at this time.		

TSB

No DTC present at this time.

Setup Manual TSP Case Analysis DTC Current Data Function Test Flight Record OBDII Oscilloscope Simulation Test Internet Update



VIN	5NPET46C18		
Maker	Hyundai Motor Company	Vehicle	SONATA(NF)
Model Year	2008	Engine Type	G 2.4 DOHC
System	Engine/Engine Control	Date Time	08/02/2012 17:41:25
Software Version	NH-01-13-1.13.07	Content Version	NH-01-13-1.13.07
ECU Version	NH-01-13-1.13.07	VCI Version	1.98

VCI: WLAN On V44.001 Internet: Off

Preparation
Diagnosis
Vehicle SW Management
Repair

Vehicle: **SONATA(NF)/2008/G 2.4 DOHC** System: **Engine/Engine Control**

Diagnosis

Basic Inspection

DTC Analysis

Select a DTC code to view its relative information

Data Analysis

Flight Record

CARB OBD-II

Current Data

Selective Display
 Full List
 Graph
 Items List
 Reset Min/Max
 Record
 Stop
 Graphing
 VSS

Select Name	Value	Unit
<input checked="" type="checkbox"/> Accelerator Pedal Position Sensor	0.0	%
<input type="checkbox"/> Target Idle Speed	830	RPM
<input type="checkbox"/> Engine Speed	839	RPM
<input type="checkbox"/> Ignition Timing Advance	BTDC 9	
<input type="checkbox"/> Vehicle Speed	0	MPH
<input type="checkbox"/> Short Term Fuel Trim-Bank1	7	%
<input type="checkbox"/> Long Term Fuel Trim-Idle Load	2	%
<input type="checkbox"/> Long Term Fuel Trim-Part Load	0	%
<input type="checkbox"/> Knock Adaption-Cylinder 1	0	
<input type="checkbox"/> Knock Adaption-Cylinder 2	0	
<input type="checkbox"/> Knock Adaption-Cylinder 3	0	
<input type="checkbox"/> Knock Adaption-Cylinder 4	0	
<input type="checkbox"/> Throttle Position Angle Average	3.3	
<input type="checkbox"/> Throttle Position Sensor 1	3.4	
<input type="checkbox"/> Throttle Position Sensor 2	3.3	
<input type="checkbox"/> Throttle Position Set	3.3	
<input type="checkbox"/> Throttle Position1 Voltage	689	mV
<input type="checkbox"/> Throttle Position2 Voltage	435.1	mV
<input type="checkbox"/> Accelerator Pedal Position Sensor-1	742	mV
<input type="checkbox"/> Accelerator Pedal Position Sensor-2	365	mV
<input type="checkbox"/> CVVT Adaption PWM	0.1	%
<input type="checkbox"/> CVVT Control State	ENABLE	
<input type="checkbox"/> Inlet CAM Position	129.0	
<input type="checkbox"/> Camshaft Position Setpoint	129.0	
<input type="checkbox"/> CVVT Valve Duty	18.8	%
<input type="checkbox"/> Total Counter of Emission Relevant Misfire of Cylinder#1		

Setup Manual SB Case Analysis DTC Current Data Activation 33 Flight Record DTCM Oscilloscope Simulation Test Internet Update



VIN	5NPET46C18H	Vehicle	SONATA(NF)
Maker	Hyundai Motor Company	Engine Type	G 2.4 DOHC
Model Year	2008	Date Time	08/02/2012 17:42:00
System	Engine/Engine Control	Content Version	NH-01-13-113.07
Software Version	NH-01-13-113.07	VCI Version	1.98
ECU Version	NH-01-13-113.07		

VCI: WLAN On VMI: Off Internet: Off

GDS Preparation **Diagnosis** Vehicle SW Management Repair

Vehicle: SONATA(NF)/2008/G 2.4 DOHC System: Engine/Engine Control

Diagnosis

- Basic Inspection
- DTC Analysis**
Select a DTC code to view its relative information.
- Data Analysis
- Flight Record
- CARB OBD-II

Current Data

Selective Display Full List Text Items List Reset Min.Max Record Stop Grouping VSS

Accelerator Pedal Position Sensor

MAX: 100.0
MIN: 0.0
0.0%

Setup Manual TSB Case Analysis DTC Current Data Activation Test Flight Record DVOM Oscilloscope Simulation Test Internet Update



DATE: 05-19-2012 TIME: 1:30 PM

CUSTOMER INFORMATION		VEHICLE INFORMATION	STORE LOCATION
[REDACTED]		2008 HYUNDAI SONATA SEDAN GLS MILEAGE: 27,640	UTS 04 1652 W 7000 SOUTH WEST JORDAN UT 84084 PHONE: 801-561-9560
SALT LAKE CITY	UT [REDACTED]	TORQUE SPECS: 080	667 SHANE W MCCLELLAN WORK ORDER#
(W) [REDACTED]	(H) [REDACTED] DL#		

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
34758	NRM	4	P215/60R-16 94T BSW	MICHELIN DESTINY	.00	120.00	480.00
WARRANTY: MILEAGE- 80,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT: BOLT PATTERN: 5-114.3							
COMMENT: INFLATION F:30 R:30							
80075	NRM	4	STATE REQUIRED	ENVIRONMENTAL FEE	.00	1.00	4.00
80224	NRM	4	WASTE TIRE DISPOSAL	FEE	.00	.00	.00
80219	NRM	4	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	64.00
86666	NRM	4	LIFETIME ROTATION	LIFETIME REPAIRS INCLUDED	.00	.00	.00
87221	NRM	1	\$70 REB MICH	05/11/12-05/24/12	.00	.00	.00
COMMENT: APPOINTMENT: 05-19-2012 1:30 PM							

Michelin Flat Tire Assistance - 1-888-553-4327

The tire and/or wheel you have chosen is different from the original equipment provided with your vehicle and may change its handling or stability characteristics. Further information is available from your Discount Tire salesperson.

Had just got new tires on Hyundai in May '12 - so lost those.

Signature on file



Savings Made Simple

Payment Enclosed: Please use black ink.

\$



New address or email? Print changes on back.



121513
R323



SALT LAKE CITY UT



Make Payment to: SAM'S CLUB DISCOVER/GECRB
P.O. BOX 960013
ORLANDO, FL 32896-0013



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 08/11 08/11

 08/12 08/12



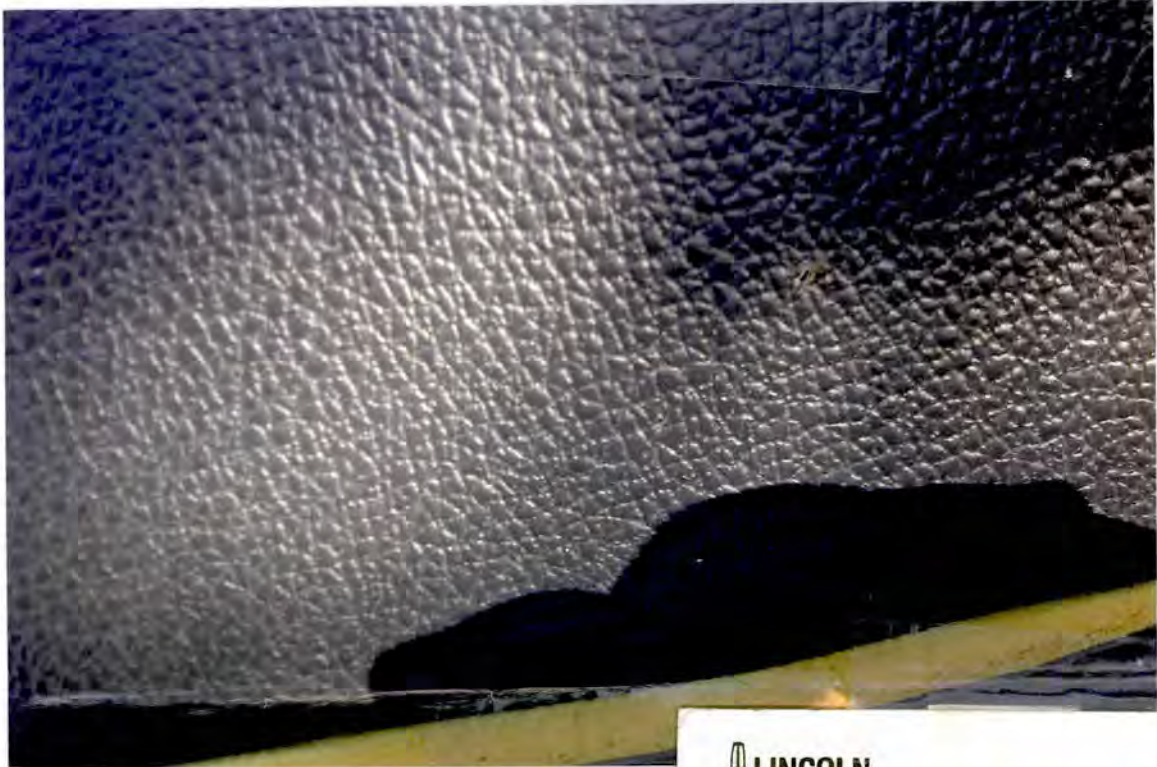
CCM*ROADSIDE SVC CCMC 800-832-1050 \$67.00
 MA

*Training
 cost
 (lost
 that)*

FEEs
 TOTAL FEES FOR THIS PERIOD \$0.00

 INTEREST CHARGED
 INTEREST CHARGE ON PURCHASES \$0.00
 INTEREST CHARGE ON CASH ADVANCES \$0.00
 TOTAL INTEREST FOR THIS PERIOD \$0.00

2012 Totals Year-To-Date	
Total Fees Charged in 2012	\$0.00
Total Interest Charged in 2012	\$64.56
Total Interest Paid in 2012	\$64.56



Troy Turpin

Shop Foreman

WORK
(660) 826-5400
Fax
(660) 829-4092

Town & Country Motors

TOLL-FREE
1-800-826-5402

3110 West Broadway • Sedalia, MO 65301

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